

REDACTED - FOR PUBLIC INSPECTION  
ClearCaptions LLC,  
2018 Annual Consumer Complaint Log Summary  
Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00088729	12/5/17	12/5/17	Captions	Not working/starting	No Trouble Found
00088748	12/5/17	12/6/17	Captions	Not working/starting	No Trouble Found
00088702	12/5/17	12/7/17	Captions	Not working/starting	No Trouble Found
00088727	12/5/17	12/6/17	Captions	Not working/starting	No Trouble Found
00088806	12/5/17	12/5/17	Captions	Not working/starting	No Trouble Found
00088811	12/5/17	12/5/17	Captions	Not working/starting	Phone setting adjusted
00088765	12/5/17	12/5/17	Captions	Not working/starting	Phone setting adjusted
00088643	12/5/17	12/5/17	Phone	Answering machine isn't taking messages	No Trouble Found
00088809	12/5/17	12/5/17	Phone	Answering machine isn't taking messages	Phone rebooted
00088812	12/5/17	12/5/17	Phone	Can't make and/or receive calls	Phone rebooted
00088682	12/5/17	12/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088724	12/5/17	12/5/17	Phone	Can't make and/or receive calls	No Trouble Found
00088656	12/5/17	12/5/17	Phone	Can't make and/or receive calls	No Trouble Found
00088730	12/5/17	12/5/17	Phone	Screen unresponsive	No Trouble Found
00088728	12/5/17	12/5/17	Phone	Answering machine isn't taking messages	No Trouble Found
00088794	12/5/17	12/5/17	Phone	Can't make and/or receive calls	No Trouble Found
00088779	12/5/17	12/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088776	12/5/17	12/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088717	12/5/17	12/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088803	12/5/17	12/5/17	Phone	Can't make and/or receive calls	No Trouble Found
00088653	12/5/17	12/5/17	Phone	Answering machine isn't taking messages	Phone rebooted
00088966	12/6/17	12/6/17	Phone	Can't make and/or receive calls	No Trouble Found
00089032	12/6/17	12/6/17	Captions	Not working/starting	Phone setting adjusted
00088815	12/6/17	12/6/17	Captions	Not working/starting	Phone setting adjusted
00088837	12/6/17	12/6/17	Captions	Not working/starting	Phone setting adjusted
00088872	12/6/17	12/12/17	Captions	Not working/starting	Phone setting adjusted
00089043	12/6/17	12/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088816	12/6/17	12/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088820	12/6/17	12/15/17	Phone	Answering machine isn't taking messages	Phone rebooted
00089044	12/6/17	12/6/17	Phone	Answering machine isn't taking messages	Phone rebooted
00088852	12/6/17	12/6/17	Phone	Answering machine isn't taking messages	Phone rebooted
00088978	12/6/17	12/6/17	Phone	Answering machine won't play messages	Phone rebooted
00088878	12/6/17	12/6/17	Phone	Answering machine isn't taking messages	Phone rebooted
00088923	12/6/17	2/5/18	Phone	Can't make and/or receive calls	Phone rebooted
00088933	12/6/17	12/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088926	12/6/17	12/6/17	Phone	Screen unresponsive	Phone setting adjusted
00089000	12/6/17	12/6/17	Captions	Not working/starting	Phone setting adjusted
00088817	12/6/17	12/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089027	12/6/17	12/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088985	12/6/17	12/6/17	Phone	Screen unresponsive	Phone setting adjusted
00088952	12/6/17	12/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088986	12/6/17	12/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088898	12/6/17	12/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088895	12/6/17	12/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088885	12/6/17	12/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088989	12/6/17	12/27/17	Captions	Can't make and/or receive calls	Phone setting adjusted
00089046	12/6/17	1/4/18	Captions	Not working/starting	Phone setting adjusted
00088931	12/6/17	12/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088982	12/6/17	12/6/17	Phone	Answering machine won't play messages	Phone setting adjusted
00089104	12/7/17	12/7/17	Phone	Answering machine isn't taking messages	Phone rebooted
00089118	12/7/17	12/7/17	Captions	Not working/starting	Phone setting adjusted
00089137	12/7/17	12/7/17	Captions	Not working/starting	Phone setting adjusted
00089130	12/7/17	12/7/17	Captions	Not working/starting	Phone setting adjusted
00089184	12/7/17	12/12/17	Captions	Not working/starting	Phone setting adjusted
00089252	12/7/17	12/20/17	Captions	Not working/starting	Phone setting adjusted
00089078	12/7/17	12/12/17	Captions	Not working/starting	Phone setting adjusted
00089149	12/7/17	12/7/17	Captions	Not working/starting	Phone setting adjusted
00089083	12/7/17	12/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089054	12/7/17	1/11/18	Captions	Can't make and/or receive calls	Phone setting adjusted
00089139	12/7/17	12/11/17	Phone	Not working/starting	Phone setting adjusted
00089250	12/7/17	12/7/17	Phone	Answering machine isn't taking messages	Phone rebooted
00089063	12/7/17	12/15/17	Phone	Answering machine isn't taking messages	Phone rebooted
00089217	12/7/17	12/7/17	Phone	Answering machine isn't taking messages	Phone rebooted
00089231	12/7/17	12/16/17	Phone	Answering machine isn't taking messages	Phone rebooted
00089100	12/7/17	12/19/17	Captions	Answering machine isn't taking messages	Phone rebooted
00089059	12/7/17	12/7/17	Phone	Not working/starting	Phone setting adjusted
00089069	12/7/17	12/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089189	12/7/17	12/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089245	12/7/17	12/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089124	12/7/17	12/8/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089233	12/7/17	12/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089193	12/7/17	12/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089090	12/7/17	12/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
			Phone	Screen unresponsive	Phone setting adjusted

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00089113	12/7/17	12/7/17	Captions	Not working/starting	Phone setting adjusted
00089228	12/7/17	12/8/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089123	12/7/17	12/7/17	Phone	Answering machine isn't taking messages	Phone rebooted
00089280	12/8/17	2/5/18	Caption Phone	Is stuck on the boot up screen	No Trouble Found
00089351	12/8/17	12/8/17	Captions	Not working/starting	Phone setting adjusted
00089282	12/8/17	12/8/17	Captions	Not working/starting	No Trouble Found
00089376	12/8/17	12/19/17	Captions	Not working/starting	Phone setting adjusted
00089291	12/8/17	12/19/17	Captions	Not working/starting	No Trouble Found
00089254	12/8/17	12/19/17	Captions	Not working/starting	Phone setting adjusted
00089319	12/8/17	12/8/17	Phone	Can't make and/or receive calls	No Trouble Found
00089265	12/8/17	12/19/17	Phone	Answering machine isn't taking messages	Phone rebooted
00089392	12/8/17	12/14/17	Captions	Not working/starting	Phone setting adjusted
00089368	12/8/17	12/8/17	Captions	Not working/starting	Phone setting adjusted
00089343	12/8/17	12/8/17	Phone	Can't make and/or receive calls	No Trouble Found
00089382	12/8/17	12/8/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089297	12/8/17	12/8/17	Phone	Can't make and/or receive calls	No Trouble Found
00089308	12/8/17	12/12/17	Phone	Can't make and/or receive calls	No Trouble Found
00089335	12/8/17	12/8/17	Phone	Can't make and/or receive calls	No Trouble Found
00089395	12/8/17	12/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089310	12/8/17	12/8/17	Phone	Caller ID not working	No Trouble Found
00089411	12/8/17	12/8/17	Phone	Answering machine won't play messages	Phone rebooted
00089336	12/8/17	12/19/17	Phone	Answering machine isn't taking messages	No Trouble Found
00089435	12/8/17	12/18/17	Phone	Answering machine won't play messages	No Trouble Found
00089306	12/8/17	12/8/17	Phone	Answering machine isn't taking messages	No Trouble Found
00089440	12/9/17	1/16/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00089447	12/9/17	12/9/17	Captions	Not working/starting	Phone setting adjusted
00089463	12/9/17	12/9/17	Captions	Not working/starting	Phone setting adjusted
00089458	12/9/17	12/9/17	Captions	Not accurate	Phone setting adjusted
00089479	12/9/17	12/12/17	Phone	Screen unresponsive	No Trouble Found
00089477	12/9/17	12/9/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089471	12/9/17	12/9/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089456	12/9/17	12/9/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089468	12/9/17	12/9/17	Phone	Answering machine isn't taking messages	Phone rebooted
00089444	12/9/17	12/9/17	Phone	Answering machine isn't taking messages	Phone rebooted
00089467	12/9/17	12/9/17	Phone	Answering machine isn't taking messages	Phone rebooted
00089473	12/9/17	12/9/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089496	12/10/17	12/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089501	12/10/17	12/10/17	Phone	Caller ID not working	No Trouble Found
00089604	12/11/17	12/18/17	Captions	Not working/starting	Phone setting adjusted
00089555	12/11/17	12/17/17	Captions	Not working/starting	Phone setting adjusted
00089566	12/11/17	12/11/17	Captions	Not working/starting	Phone setting adjusted
00089600	12/11/17	12/11/17	Captions	Not working/starting	Phone setting adjusted
00089503	12/11/17	12/11/17	Captions	Not working/starting	No Trouble Found
00089632	12/11/17	12/11/17	Captions	Not working/starting	Phone setting adjusted
00089610	12/11/17	12/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089625	12/11/17	12/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089511	12/11/17	12/12/17	Phone	Can't make and/or receive calls	No Trouble Found
00089515	12/11/17	12/11/17	Phone	Answering machine isn't taking messages	No Trouble Found
00089563	12/11/17	12/11/17	Captions	Not working/starting	Phone setting adjusted
00089587	12/11/17	12/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089532	12/11/17	12/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089522	12/11/17	12/13/17	Phone	Screen unresponsive	Phone setting adjusted
00089510	12/11/17	1/5/18	Phone	Screen unresponsive	No Trouble Found
00089570	12/11/17	12/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089616	12/11/17	12/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089658	12/11/17	12/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089635	12/11/17	12/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089588	12/11/17	12/11/17	Captions	Not working/starting	Phone setting adjusted
00089516	12/11/17	12/11/17	Captions	Not working/starting	No Trouble Found
00089543	12/11/17	12/11/17	Phone	Answering machine isn't taking messages	Phone rebooted
00089633	12/11/17	12/11/17	Phone	Caller ID not working	Phone setting adjusted
00089607	12/11/17	12/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089830	12/12/17	12/12/17	Captions	Not working/starting	Phone setting adjusted
00089776	12/12/17	12/19/17	Captions	Not working/starting	Phone setting adjusted
00089719	12/12/17	12/12/17	Captions	Not working/starting	Phone setting adjusted
00089834	12/12/17	12/21/17	Captions	Not working/starting	Phone setting adjusted
00089773	12/12/17	12/12/17	Captions	Not working/starting	Phone setting adjusted
00089792	12/12/17	12/12/17	Phone	Answering machine isn't taking messages	Phone rebooted
00089851	12/12/17	12/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089801	12/12/17	12/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089824	12/12/17	12/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089789	12/12/17	12/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089800	12/12/17	12/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00089846	12/12/17	12/12/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00089825	12/12/17	12/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089813	12/12/17	12/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089706	12/12/17	12/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089878	12/12/17	12/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089761	12/12/17	12/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089853	12/12/17	12/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089837	12/12/17	12/19/17	Captions	Not accurate	Phone setting adjusted
00089832	12/12/17	12/12/17	Captions	Not working/starting	Phone setting adjusted
00089724	12/12/17	12/12/17	Phone	Answering machine isn't taking messages	Phone rebooted
00089732	12/12/17	12/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089805	12/12/17	12/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089946	12/13/17	12/13/17	Captions	Not working/starting	Phone setting adjusted
00089992	12/13/17	12/13/17	Captions	Not working/starting	Phone setting adjusted
00089952	12/13/17	12/13/17	Captions	Not working/starting	Phone setting adjusted
00090054	12/13/17	12/13/17	Captions	Not working/starting	Phone setting adjusted
00090052	12/13/17	12/13/17	Captions	Not working/starting	Phone setting adjusted
00090024	12/13/17	12/20/17	Captions	Not working/starting	Phone setting adjusted
00089960	12/13/17	12/18/17	Captions	Not working/starting	Phone setting adjusted
00090042	12/13/17	12/13/17	Captions	Not working/starting	Phone setting adjusted
00089936	12/13/17	1/2/18	Captions	Not working/starting	Phone setting adjusted
00089910	12/13/17	12/13/17	Phone	Screen unresponsive	Phone setting adjusted
00089913	12/13/17	12/13/17	Phone	Answering machine won't play messages	Phone rebooted
00090003	12/13/17	12/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090059	12/13/17	12/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090056	12/13/17	12/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090064	12/13/17	12/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00089907	12/13/17	12/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090063	12/13/17	12/13/17	Captions	Not working/starting	Phone setting adjusted
00090061	12/13/17	12/13/17	Captions	Not working/starting	No Trouble Found
00089996	12/13/17	12/13/17	Phone	Answering machine isn't taking messages	Phone rebooted
00089903	12/13/17	12/13/17	Phone	Answering machine isn't taking messages	Phone rebooted
00090134	12/14/17	12/22/17	Captions	Not working/starting	Phone setting adjusted
00090247	12/14/17	12/14/17	Captions	Not working/starting	No Trouble Found
00090155	12/14/17	12/21/17	Captions	Not working/starting	Phone setting adjusted
00090153	12/14/17	12/14/17	Captions	Not working/starting	Phone setting adjusted
00090069	12/14/17	12/19/17	Captions	Not working/starting	No Trouble Found
00090189	12/14/17	12/15/17	Captions	Not working/starting	No Trouble Found
00090160	12/14/17	12/14/17	Captions	Not working/starting	Phone setting adjusted
00090138	12/14/17	12/14/17	Phone	Answering machine isn't taking messages	Phone rebooted
00090121	12/14/17	12/14/17	Phone	Answering machine isn't taking messages	No Trouble Found
00090188	12/14/17	12/20/17	Phone	Answering machine won't play messages	No Trouble Found
00090265	12/14/17	12/14/17	Phone	Answering machine isn't taking messages	Phone rebooted
00090206	12/14/17	12/14/17	Phone	Answering machine won't play messages	No Trouble Found
00090207	12/14/17	12/18/17	Phone	Screen unresponsive	No Trouble Found
00090065	12/14/17	12/14/17	Phone	Can't make and/or receive calls	No Trouble Found
00090200	12/14/17	12/14/17	Phone	Can't make and/or receive calls	No Trouble Found
00090263	12/14/17	12/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090164	12/14/17	12/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090086	12/14/17	12/14/17	Phone	Can't make and/or receive calls	No Trouble Found
00090238	12/14/17	12/14/17	Phone	Can't make and/or receive calls	No Trouble Found
00090251	12/14/17	12/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090170	12/14/17	12/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090156	12/14/17	12/20/17	Captions	Not working/starting	Phone setting adjusted
00090101	12/14/17	12/14/17	Phone	Can't make and/or receive calls	No Trouble Found
00090182	12/14/17	12/14/17	Phone	Caller ID not working	No Trouble Found
00090253	12/14/17	12/14/17	Phone	Can't make and/or receive calls	No Trouble Found
00090299	12/15/17	1/8/18	Phone	Answering machine won't play messages	Phone rebooted
00090304	12/15/17	12/19/17	Captions	Not working/starting	Phone setting adjusted
00090372	12/15/17	12/15/17	Captions	Not working/starting	Phone setting adjusted
00090282	12/15/17	12/15/17	Captions	Not working/starting	Phone setting adjusted
00090277	12/15/17	12/15/17	Captions	Not working/starting	Phone setting adjusted
00090289	12/15/17	12/18/17	Captions	Not working/starting	Phone setting adjusted
00090403	12/15/17	12/27/17	Captions	Not working/starting	Phone setting adjusted
00090373	12/15/17	12/16/17	Phone	Answering machine won't play messages	Phone rebooted
00090321	12/15/17	12/15/17	Phone	Answering machine isn't taking messages	Phone rebooted
00090322	12/15/17	12/15/17	Phone	Answering machine isn't taking messages	Phone rebooted
00090356	12/15/17	12/22/17	Phone	Answering machine isn't taking messages	Phone rebooted
00090325	12/15/17	12/15/17	Captions	Not accurate	Phone setting adjusted
00090268	12/15/17	12/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090309	12/15/17	12/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090293	12/15/17	12/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090387	12/15/17	12/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00090412	12/15/17	12/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090280	12/15/17	12/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090329	12/15/17	12/15/17	Captions	Not working/starting	Phone setting adjusted
00090369	12/15/17	12/15/17	Captions	Not working/starting	Phone setting adjusted
00090407	12/15/17	12/15/17	Captions	Not working/starting	Phone setting adjusted
00090413	12/15/17	1/5/18	Phone	Screen unresponsive	Phone setting adjusted
00090281	12/15/17	12/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090375	12/15/17	12/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090419	12/16/17	12/16/17	Captions	Not working/starting	Phone setting adjusted
00090441	12/16/17	1/14/18	Captions	Not working/starting	Phone setting adjusted
00090439	12/16/17	12/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090434	12/16/17	12/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090420	12/16/17	12/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090427	12/16/17	12/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090432	12/16/17	12/18/17	Phone	Screen unresponsive	Phone setting adjusted
00090455	12/16/17	12/16/17	Captions	Not working/starting	No Trouble Found
00090451	12/16/17	12/16/17	Phone	Answering machine won't play messages	No Trouble Found
00090468	12/17/17	12/20/17	Phone	Screen unresponsive	Phone setting adjusted
00090512	12/18/17	1/22/18	Captions	Not working/starting	Phone setting adjusted
00090482	12/18/17	12/18/17	Captions	Not working/starting	Phone setting adjusted
00090633	12/18/17	12/18/17	Captions	Not working/starting	Phone setting adjusted
00090488	12/18/17	12/23/17	Captions	Not working/starting	Phone setting adjusted
00090585	12/18/17	12/20/17	Phone	Answering machine isn't taking messages	Phone rebooted
00090565	12/18/17	12/18/17	Phone	Answering machine isn't taking messages	Phone rebooted
00090613	12/18/17	12/20/17	Phone	Screen unresponsive	Phone setting adjusted
00090574	12/18/17	12/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090576	12/18/17	12/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090533	12/18/17	12/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090526	12/18/17	12/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090631	12/18/17	12/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090573	12/18/17	12/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090494	12/18/17	12/18/17	Phone	Answering machine isn't taking messages	Phone rebooted
00090653	12/18/17	12/18/17	Captions	Not working/starting	Phone setting adjusted
00090606	12/18/17	12/18/17	Phone	Answering machine isn't taking messages	Phone rebooted
00090580	12/18/17	12/18/17	Phone	Screen unresponsive	Phone setting adjusted
00090517	12/18/17	12/18/17	Phone	Answering machine isn't taking messages	Phone rebooted
00090809	12/19/17	12/27/17	Captions	Not working/starting	Phone setting adjusted
00090717	12/19/17	12/19/17	Captions	Not working/starting	No Trouble Found
00090847	12/19/17	12/19/17	Captions	Not working/starting	Phone setting adjusted
00090814	12/19/17	12/19/17	Captions	Not working/starting	Phone setting adjusted
00090765	12/19/17	12/19/17	Captions	Not working/starting	Phone setting adjusted
00090763	12/19/17	12/19/17	Captions	Not working/starting	Phone setting adjusted
00090704	12/19/17	12/19/17	Captions	Not working/starting	No Trouble Found
00090785	12/19/17	12/19/17	Captions	Not working/starting	Phone setting adjusted
00090848	12/19/17	12/19/17	Captions	Not working/starting	Phone setting adjusted
00090798	12/19/17	12/19/17	Captions	Not working/starting	Phone setting adjusted
00090769	12/19/17	12/27/17	Captions	Not working/starting	Phone setting adjusted
00090822	12/19/17	12/19/17	Phone	Answering machine isn't taking messages	Phone rebooted
00090771	12/19/17	12/19/17	Phone	Answering machine won't play messages	Phone rebooted
00090772	12/19/17	12/19/17	Phone	Answering machine isn't taking messages	Phone rebooted
00090665	12/19/17	12/19/17	Phone	Caller ID not working	Phone setting adjusted
00090792	12/19/17	12/19/17	Phone	Screen unresponsive	Phone setting adjusted
00090726	12/19/17	12/19/17	Captions	Not working/starting	Phone setting adjusted
00090676	12/19/17	12/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090680	12/19/17	12/19/17	Captions	Not working/starting	No Trouble Found
00090844	12/19/17	12/19/17	Captions	Not accurate	Phone setting adjusted
00090691	12/19/17	12/19/17	Phone	Answering machine isn't taking messages	No Trouble Found
00090787	12/19/17	12/19/17	Phone	Answering machine isn't taking messages	Phone rebooted
00090715	12/19/17	12/19/17	Phone	Answering machine isn't taking messages	No Trouble Found
00091003	12/20/17	12/20/17	Captions	Not working/starting	Phone setting adjusted
00091017	12/20/17	12/21/17	Captions	Not working/starting	Phone setting adjusted
00090985	12/20/17	12/20/17	Captions	Not working/starting	Phone setting adjusted
00090866	12/20/17	12/20/17	Captions	Not working/starting	Phone setting adjusted
00091012	12/20/17	12/20/17	Captions	Not working/starting	Phone setting adjusted
00091011	12/20/17	1/3/18	Captions	Not working/starting	Phone setting adjusted
00090902	12/20/17	12/26/17	Captions	Not working/starting	Phone setting adjusted
00090884	12/20/17	12/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091014	12/20/17	12/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090941	12/20/17	12/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090905	12/20/17	12/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090893	12/20/17	12/20/17	Phone	Answering machine isn't taking messages	Phone rebooted
00090976	12/20/17	12/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090914	12/20/17	12/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00090989	12/20/17	12/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090904	12/20/17	1/9/18	Phone	Screen unresponsive	Phone setting adjusted
00090930	12/20/17	1/6/18	Captions	Not working/starting	Phone setting adjusted
00091007	12/20/17	12/20/17	Captions	Not working/starting	No Trouble Found
00090899	12/20/17	12/20/17	Phone	Answering machine won't play messages	Phone rebooted
00090936	12/20/17	12/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00090954	12/20/17	12/20/17	Phone	Answering machine isn't taking messages	Phone rebooted
00091033	12/21/17	12/21/17	Captions	Not working/starting	No Trouble Found
00091022	12/21/17	12/21/17	Captions	Not working/starting	Phone setting adjusted
00091049	12/21/17	1/8/18	Captions	Not working/starting	No Trouble Found
00091104	12/21/17	12/21/17	Phone	Answering machine won't play messages	Phone rebooted
00091161	12/21/17	12/21/17	Phone	Answering machine isn't taking messages	Phone rebooted
00091122	12/21/17	12/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091097	12/21/17	12/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091090	12/21/17	12/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091121	12/21/17	12/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091072	12/21/17	12/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091021	12/21/17	12/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091139	12/21/17	12/21/17	Captions	Not working/starting	Phone setting adjusted
00091135	12/21/17	12/21/17	Captions	Not working/starting	Phone setting adjusted
00091027	12/21/17	12/21/17	Phone	Can't make and/or receive calls	No Trouble Found
00091045	12/21/17	12/21/17	Phone	Can't make and/or receive calls	No Trouble Found
00091030	12/21/17	12/21/17	Phone	Answering machine isn't taking messages	No Trouble Found
00091082	12/21/17	12/21/17	Phone	Answering machine won't play messages	Phone rebooted
00091024	12/21/17	12/21/17	Phone	Answering machine isn't taking messages	Phone rebooted
00091250	12/22/17	2/2/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00091188	12/22/17	1/11/18	Phone	Answering machine won't play messages	Phone rebooted
00091205	12/22/17	12/22/17	Captions	Not working/starting	Phone setting adjusted
00091223	12/22/17	12/22/17	Captions	Not working/starting	Phone setting adjusted
00091169	12/22/17	12/22/17	Captions	Not working/starting	Phone setting adjusted
00091219	12/22/17	12/22/17	Captions	Not working/starting	Phone setting adjusted
00091213	12/22/17	1/5/18	Captions	Not working/starting	Phone setting adjusted
00091275	12/22/17	1/26/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00091269	12/22/17	12/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091272	12/22/17	12/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091206	12/22/17	12/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091192	12/22/17	12/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091186	12/22/17	12/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091179	12/22/17	12/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091210	12/22/17	12/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091184	12/22/17	12/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091225	12/22/17	12/22/17	Captions	Not working/starting	Phone setting adjusted
00091230	12/22/17	12/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091306	12/23/17	12/23/17	Captions	Not working/starting	No Trouble Found
00091318	12/23/17	12/23/17	Captions	Not working/starting	No Trouble Found
00091301	12/23/17	12/23/17	Captions	Not working/starting	No Trouble Found
00091325	12/23/17	12/26/17	Captions	Stopping during calls	No Trouble Found
00091291	12/23/17	12/23/17	Captions	Not working/starting	Phone setting adjusted
00091316	12/23/17	12/23/17	Phone	Answering machine won't play messages	No Trouble Found
00091281	12/23/17	12/23/17	Phone	Screen unresponsive	Phone setting adjusted
00091324	12/23/17	12/23/17	Phone	Can't make and/or receive calls	No Trouble Found
00091302	12/23/17	12/23/17	Phone	Can't make and/or receive calls	No Trouble Found
00091312	12/23/17	12/23/17	Phone	Answering machine isn't taking messages	No Trouble Found
00091300	12/23/17	12/23/17	Phone	Screen unresponsive	No Trouble Found
00091384	12/26/17	12/26/17	Captions	Not working/starting	Phone setting adjusted
00091385	12/26/17	1/2/18	Captions	Not working/starting	Phone setting adjusted
00091374	12/26/17	12/26/17	Phone	Answering machine isn't taking messages	No Trouble Found
00091364	12/26/17	1/3/18	Phone	Screen unresponsive	No Trouble Found
00091340	12/26/17	1/5/18	Phone	Can't make and/or receive calls	No Trouble Found
00091472	12/27/17	12/27/17	Captions	Not working/starting	Phone setting adjusted
00091390	12/27/17	12/27/17	Captions	Not working/starting	Phone setting adjusted
00091506	12/27/17	12/27/17	Captions	Not working/starting	Phone setting adjusted
00091443	12/27/17	12/27/17	Captions	Not working/starting	Phone setting adjusted
00091519	12/27/17	12/29/17	Captions	Not working/starting	No Trouble Found
00091492	12/27/17	1/3/18	Captions	Not working/starting	Phone setting adjusted
00091388	12/27/17	12/27/17	Captions	Not working/starting	Phone setting adjusted
00091486	12/27/17	1/4/18	Captions	Not working/starting	Phone setting adjusted
00091480	12/27/17	12/27/17	Captions	Not working/starting	Phone setting adjusted
00091457	12/27/17	12/27/17	Captions	Not working/starting	Phone setting adjusted
00091518	12/27/17	1/12/18	Caption Phone	Can't make and/or receive calls	No Trouble Found
00091467	12/27/17	12/27/17	Phone	Answering machine won't play messages	Phone rebooted
00091425	12/27/17	12/27/17	Phone	Answering machine isn't taking messages	Phone rebooted
00091409	12/27/17	12/27/17	Phone	Screen unresponsive	Phone setting adjusted

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00091396	12/27/17	12/27/17	Captions	Not working/starting	Phone setting adjusted
00091511	12/27/17	12/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091479	12/27/17	12/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091436	12/27/17	12/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091414	12/27/17	12/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091477	12/27/17	12/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091508	12/27/17	12/27/17	Captions	Not working/starting	Phone setting adjusted
00091516	12/27/17	12/27/17	Phone	Can't make and/or receive calls	No Trouble Found
00091505	12/27/17	1/4/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00091631	12/28/17	1/8/18	Captions	Not working/starting	Phone setting adjusted
00091610	12/28/17	12/28/17	Captions	Not working/starting	Phone setting adjusted
00091633	12/28/17	1/3/18	Captions	Not working/starting	Phone setting adjusted
00091526	12/28/17	12/28/17	Captions	Not working/starting	No Trouble Found
00091612	12/28/17	1/3/18	Captions	Not working/starting	Phone setting adjusted
00091587	12/28/17	12/28/17	Captions	Not working/starting	Phone setting adjusted
00091642	12/28/17	12/28/17	Captions	Not working/starting	Phone setting adjusted
00091528	12/28/17	12/28/17	Phone	Can't make and/or receive calls	No Trouble Found
00091533	12/28/17	12/28/17	Phone	Answering machine isn't taking messages	No Trouble Found
00091559	12/28/17	12/28/17	Phone	Can't make and/or receive calls	No Trouble Found
00091529	12/28/17	12/28/17	Phone	Can't make and/or receive calls	No Trouble Found
00091609	12/28/17	12/28/17	Phone	Screen unresponsive	Phone setting adjusted
00091532	12/28/17	12/28/17	Phone	Can't make and/or receive calls	No Trouble Found
00091613	12/28/17	1/4/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00091561	12/28/17	12/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091661	12/28/17	12/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091530	12/28/17	12/28/17	Phone	Can't make and/or receive calls	No Trouble Found
00091540	12/28/17	1/8/18	Phone	Screen unresponsive	No Trouble Found
00091584	12/28/17	12/28/17	Captions	Not accurate	Phone setting adjusted
00091657	12/28/17	12/28/17	Captions	Not working/starting	Phone setting adjusted
00091647	12/28/17	12/28/17	Captions	Not working/starting	Phone setting adjusted
00091585	12/28/17	12/28/17	Phone	Caller ID not working	Phone setting adjusted
00091592	12/28/17	12/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091640	12/28/17	12/28/17	Phone	Answering machine isn't taking messages	Phone rebooted
00091701	12/29/17	1/14/18	Captions	Not working/starting	Phone setting adjusted
00091767	12/29/17	12/29/17	Captions	Not working/starting	Phone setting adjusted
00091716	12/29/17	12/29/17	Captions	Not working/starting	Phone setting adjusted
00091798	12/29/17	12/29/17	Captions	Not working/starting	Phone setting adjusted
00091792	12/29/17	12/29/17	Captions	Not working/starting	Phone setting adjusted
00091667	12/29/17	12/29/17	Captions	Not working/starting	Phone setting adjusted
00091748	12/29/17	12/29/17	Captions	Not working/starting	Phone setting adjusted
00091742	12/29/17	1/4/18	Phone	Answering machine won't play messages	Phone rebooted
00091668	12/29/17	12/29/17	Phone	Answering machine isn't taking messages	Phone rebooted
00091733	12/29/17	1/2/18	Phone	Answering machine isn't taking messages	Phone rebooted
00091674	12/29/17	1/4/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00091791	12/29/17	1/5/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00091714	12/29/17	12/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091673	12/29/17	12/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091801	12/29/17	12/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091732	12/29/17	12/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091749	12/29/17	1/4/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00091783	12/29/17	1/17/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00091669	12/29/17	12/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091780	12/29/17	12/29/17	Captions	Not working/starting	Phone setting adjusted
00091770	12/29/17	12/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091773	12/29/17	12/29/17	Phone	Answering machine isn't taking messages	Phone rebooted
00091784	12/29/17	12/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091819	12/30/17	12/30/17	Captions	Not working/starting	Phone setting adjusted
00091816	12/30/17	1/3/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00091832	12/30/17	1/2/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00091837	12/30/17	1/3/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00091843	12/30/17	12/30/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00091854	12/30/17	1/12/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00091807	12/30/17	1/10/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00091867	1/2/18	1/22/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00091922	1/2/18	1/8/18	Phone	Screen unresponsive	Phone setting adjusted
00091944	1/2/18	1/2/18	Captions	Not working/starting	Phone setting adjusted
00091959	1/2/18	1/2/18	Captions	Not working/starting	Phone setting adjusted
00091886	1/2/18	1/2/18	Captions	Not working/starting	Phone setting adjusted
00091885	1/2/18	1/2/18	Captions	Not working/starting	Phone setting adjusted
00091941	1/2/18	1/2/18	Captions	Not working/starting	Phone setting adjusted
00091953	1/2/18	1/2/18	Captions	Not working/starting	Phone setting adjusted
00091882	1/2/18	1/2/18	Captions	Not working/starting	Phone setting adjusted
00091879	1/2/18	1/2/18	Captions	Not working/starting	No Trouble Found

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00091868	1/2/18	1/2/18	Captions	Not working/starting	Phone setting adjusted
00091900	1/2/18	1/2/18	Captions	Not working/starting	Phone setting adjusted
00091917	1/2/18	1/16/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00091891	1/2/18	1/2/18	Phone	Answering machine won't play messages	Phone rebooted
00091956	1/2/18	1/2/18	Phone	Answering machine won't play messages	Phone rebooted
00091987	1/2/18	2/1/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00091902	1/2/18	1/4/18	Phone	Screen unresponsive	Phone setting adjusted
00091932	1/2/18	1/2/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00091975	1/2/18	1/2/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00091873	1/2/18	1/2/18	Phone	Can't make and/or receive calls	No Trouble Found
00091887	1/2/18	1/2/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00091893	1/2/18	1/23/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00091972	1/2/18	2/2/18	Captions	Not working/starting	Phone setting adjusted
00091957	1/2/18	1/25/18	Captions	Not working/starting	Phone setting adjusted
00091870	1/2/18	1/2/18	Captions	Not accurate	No Trouble Found
00091869	1/2/18	1/2/18	Captions	Not accurate	No Trouble Found
00091915	1/2/18	1/2/18	Captions	Not working/starting	Phone setting adjusted
00091988	1/2/18	1/2/18	Phone	Answering machine isn't taking messages	Phone rebooted
00091940	1/2/18	1/3/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00091926	1/2/18	1/2/18	Phone	Answering machine isn't taking messages	Phone rebooted
00091967	1/2/18	1/2/18	Phone	Caller ID not working	Phone setting adjusted
00092048	1/3/18	1/8/18	Phone	Screen unresponsive	Phone setting adjusted
00092032	1/3/18	1/3/18	Captions	Not working/starting	Phone setting adjusted
00092088	1/3/18	1/3/18	Captions	Not working/starting	Phone setting adjusted
00092123	1/3/18	1/3/18	Captions	Not working/starting	Phone setting adjusted
00092062	1/3/18	1/3/18	Captions	Not working/starting	Phone setting adjusted
00092107	1/3/18	1/3/18	Captions	Not working/starting	Phone setting adjusted
00092111	1/3/18	1/3/18	Captions	Not working/starting	Phone setting adjusted
00092122	1/3/18	1/3/18	Captions	Not working/starting	Phone setting adjusted
00092109	1/3/18	1/9/18	Phone	Answering machine isn't taking messages	Phone rebooted
00092035	1/3/18	1/3/18	Captions	Not working/starting	Phone setting adjusted
00092000	1/3/18	1/3/18	Phone	Caller ID not working	Phone setting adjusted
00092102	1/3/18	1/3/18	Phone	Answering machine won't play messages	Phone rebooted
00092074	1/3/18	1/3/18	Phone	Answering machine isn't taking messages	Phone rebooted
00092139	1/3/18	1/3/18	Phone	Screen unresponsive	Phone setting adjusted
00092073	1/3/18	1/3/18	Phone	Screen unresponsive	Phone setting adjusted
00092017	1/3/18	1/3/18	Phone	Screen unresponsive	Phone setting adjusted
00092004	1/3/18	1/3/18	Phone	Screen unresponsive	Phone setting adjusted
00092020	1/3/18	1/3/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00092124	1/3/18	1/3/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00092133	1/3/18	1/4/18	Phone	Is stuck on the boot up screen	Phone setting adjusted
00092095	1/3/18	1/3/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00092068	1/3/18	1/4/18	Captions	Not working/starting	Phone setting adjusted
00092034	1/3/18	1/3/18	Captions	Not working/starting	No Trouble Found
00092022	1/3/18	1/5/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00092120	1/3/18	1/5/18	Phone	Answering machine isn't taking messages	Phone rebooted
00092205	1/4/18	1/11/18	Captions	Not working/starting	Phone setting adjusted
00092248	1/4/18	1/4/18	Captions	Not working/starting	Phone setting adjusted
00092159	1/4/18	1/4/18	Captions	Not working/starting	Phone setting adjusted
00092166	1/4/18	1/4/18	Captions	Not working/starting	Phone setting adjusted
00092195	1/4/18	1/4/18	Captions	Not working/starting	Phone setting adjusted
00092170	1/4/18	1/4/18	Captions	Not working/starting	Phone setting adjusted
00092215	1/4/18	1/4/18	Captions	Not working/starting	Phone setting adjusted
00092221	1/4/18	1/4/18	Captions	Not working/starting	Phone setting adjusted
00092244	1/4/18	1/4/18	Phone	Answering machine won't play messages	Phone rebooted
00092240	1/4/18	1/4/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00092225	1/4/18	1/4/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00092202	1/4/18	1/4/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00092209	1/4/18	1/4/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00092199	1/4/18	1/4/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00092200	1/4/18	1/4/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00092176	1/4/18	1/4/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00092229	1/4/18	1/4/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00092144	1/4/18	1/12/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00092259	1/4/18	1/4/18	Captions	Not working/starting	Phone setting adjusted
00092153	1/4/18	1/4/18	Captions	Not working/starting	Phone setting adjusted
00092270	1/4/18	1/4/18	Phone	Answering machine won't play messages	Phone rebooted
00092216	1/4/18	1/4/18	Phone	Answering machine isn't taking messages	Phone rebooted
00092239	1/4/18	1/4/18	Phone	Can't make and/or receive calls	No Trouble Found
00092411	1/5/18	1/5/18	Caption Phone	Phone turns on and off by itself	Phone setting adjusted
00092410	1/5/18	1/6/18	Captions	Not working/starting	Phone setting adjusted
00092362	1/5/18	1/5/18	Captions	Not working/starting	Phone setting adjusted
00092277	1/5/18	1/5/18	Captions	Not working/starting	Phone setting adjusted



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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00092399	1/5/18	1/5/18	Captions	Not working/starting	Phone setting adjusted
00092382	1/5/18	1/5/18	Captions	Not working/starting	Phone setting adjusted
00092289	1/5/18	1/5/18	Captions	Not working/starting	Phone setting adjusted
00092376	1/5/18	1/11/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00092398	1/5/18	1/6/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00092393	1/5/18	1/11/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00092360	1/5/18	1/9/18	Captions	Not working/starting	Phone setting adjusted
00092354	1/5/18	1/5/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00092346	1/5/18	1/5/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00092311	1/5/18	1/5/18	Phone	Answering machine isn't taking messages	Phone rebooted
00092388	1/5/18	1/5/18	Phone	Can't make and/or receive calls	Phone setting adjusted
00092407	1/5/18	1/7/18	Captions	Not working/starting	Phone setting adjusted
00092308	1/5/18	1/5/18	Captions	Not working/starting	Phone setting adjusted
00092285	1/5/18	1/5/18	Captions	Not working/starting	Phone setting adjusted
00092373	1/5/18	1/5/18	Phone	Answering machine isn't taking messages	Phone rebooted
00092431	1/6/18	1/6/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00092413	1/6/18	1/6/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00092418	1/6/18	1/6/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00092415	1/6/18	1/6/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00092450	1/6/18	1/6/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00092449	1/6/18	1/6/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00092439	1/6/18	1/6/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00092442	1/6/18	1/6/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00092455	1/6/18	1/23/18	Caption Phone	Can't make and/or receive calls	DSL filters issues, resolved
00092426	1/6/18	1/8/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00092437	1/6/18	1/6/18	Captions	Other	Customer retraining provided
00092414	1/6/18	1/6/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00092466	1/7/18	1/7/18	Captions	Not working/starting	Phone rebooted
00092491	1/8/18	1/8/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00092592	1/8/18	1/16/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00092572	1/8/18	1/8/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00092483	1/8/18	1/8/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00092548	1/8/18	1/23/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00092496	1/8/18	1/8/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00092601	1/8/18	1/8/18	Caption Phone	Can't make and/or receive calls	No issue found
00092557	1/8/18	1/8/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00092582	1/8/18	1/8/18	Caption Phone	Screen unresponsive	No issue found
00092476	1/8/18	1/8/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00092577	1/8/18	1/8/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00092516	1/8/18	1/8/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00092488	1/8/18	1/8/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00092598	1/8/18	1/8/18	Captions	Not working/starting	Phone rebooted
00092475	1/8/18	1/8/18	Captions	Not working/starting	Phone rebooted
00092571	1/8/18	1/8/18	Captions	Not working/starting	No issue found
00092489	1/8/18	1/10/18	Captions	Not working/starting	Router/modem cable reconnected
00092542	1/8/18	1/8/18	Captions	Not working/starting	Customer retraining provided
00092478	1/8/18	1/8/18	Captions	Not working/starting	Ethernet cable reconnected
00092604	1/8/18	1/8/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00092499	1/8/18	1/8/18	Caption Phone	Can't make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00092754	1/9/18	1/28/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00092688	1/9/18	1/12/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00092700	1/9/18	1/9/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00092702	1/9/18	1/9/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00092750	1/9/18	1/10/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00092743	1/9/18	1/9/18	Caption Phone	Can't make and/or receive calls	Customer refused assistance to resolve
00092709	1/9/18	1/9/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00092748	1/9/18	1/9/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00092649	1/9/18	2/6/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00092642	1/9/18	1/9/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00092633	1/9/18	1/9/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00092664	1/9/18	1/11/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00092662	1/9/18	1/15/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00092674	1/9/18	1/21/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00092687	1/9/18	1/9/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00092753	1/9/18	1/12/18	Captions	Not working/starting	No issue found
00092618	1/9/18	1/9/18	Captions	Not working/starting	Phone rebooted
00092727	1/9/18	1/9/18	Captions	Not working/starting	Ethernet cable reconnected
00092784	1/10/18	1/10/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00092873	1/10/18	1/10/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00092887	1/10/18	1/25/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00092818	1/10/18	1/30/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00092857	1/10/18	1/10/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00092868	1/10/18	1/17/18	Caption Phone	Can't make and/or receive calls	Customer refused assistance to resolve



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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00092773	1/10/18	1/10/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00092799	1/10/18	1/10/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00092775	1/10/18	1/10/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00092907	1/10/18	1/10/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00092780	1/10/18	1/10/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00092911	1/10/18	1/10/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00092901	1/10/18	1/10/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00092888	1/10/18	1/10/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00092828	1/10/18	1/10/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00092819	1/10/18	1/10/18	Captions	Not working/starting	Router/modem rebooted
00092800	1/10/18	1/10/18	Captions	Not working/starting	Router/modem rebooted
00092867	1/10/18	1/17/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00092913	1/10/18	1/10/18	Captions	Not working/starting	Router/modem cable reconnected
00092866	1/10/18	1/10/18	Captions	Not working/starting	Router/modem rebooted
00092785	1/10/18	1/10/18	Captions	Not working/starting	Phone rebooted
00092910	1/10/18	1/10/18	Captions	Not working/starting	Router/modem rebooted
00092781	1/10/18	2/6/18	Captions	Stopping during calls	Wifi extender installed
00092934	1/11/18	1/11/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00092968	1/11/18	1/17/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00093061	1/11/18	1/24/18	Caption Phone	Can't make and/or receive calls	No issue found
00092925	1/11/18	1/11/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00092993	1/11/18	1/11/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00093045	1/11/18	2/1/18	Caption Phone	Phone turns on and off by itself	Phone rebooted
00093067	1/11/18	1/11/18	Caption Phone	Answering machine isn't taking messages	No issue found
00092957	1/11/18	1/11/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00092962	1/11/18	1/11/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00093100	1/11/18	1/15/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00092940	1/11/18	1/18/18	Caption Phone	Caller ID not working	Phone rebooted
00092991	1/11/18	1/11/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00093102	1/11/18	1/11/18	Caption Phone	Answering machine isn't taking messages	No issue found
00093057	1/11/18	1/11/18	Caption Phone	Answering machine isn't taking messages	No issue found
00093015	1/11/18	1/11/18	Captions	Not working/starting	Phone rebooted
00092975	1/11/18	1/11/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00093019	1/11/18	1/11/18	Captions	Not working/starting	Router/modem rebooted
00093081	1/11/18	1/11/18	Captions	Stopping during calls	Customer refused assistance to resolve
00092961	1/11/18	1/11/18	Captions	Not working/starting	Phone rebooted
00093088	1/11/18	1/11/18	Captions	Not working/starting	Router/modem rebooted
00093085	1/11/18	1/22/18	Captions	Not working/starting	No issue found
00093071	1/11/18	1/11/18	Captions	Not working/starting	Phone rebooted
00093005	1/11/18	1/25/18	Captions	Not working/starting	Router/modem cable reconnected
00093003	1/11/18	2/28/18	Captions	Not working/starting	Phone rebooted
00093074	1/11/18	1/12/18	Captions	Not working/starting	Router/modem rebooted
00093077	1/11/18	1/11/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00093191	1/12/18	1/12/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00093232	1/12/18	2/1/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00093246	1/12/18	1/12/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00093166	1/12/18	1/19/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00093167	1/12/18	1/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00093112	1/12/18	1/12/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00093243	1/12/18	1/25/18	Caption Phone	Phone turns on and off by itself	No issue found
00093109	1/12/18	1/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00093105	1/12/18	1/12/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00093194	1/12/18	1/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00093280	1/12/18	1/13/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00093214	1/12/18	1/12/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00093182	1/12/18	1/12/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00093122	1/12/18	1/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00093175	1/12/18	1/16/18	Captions	Not working/starting	Device relocated (wifi issue)
00093265	1/12/18	1/12/18	Captions	Other	No issue found
00093233	1/12/18	1/30/18	Captions	Not working/starting	Customer retraining provided
00093140	1/12/18	1/29/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00093193	1/12/18	1/12/18	Captions	Not working/starting	Router/modem rebooted
00093218	1/12/18	1/14/18	Captions	Not working/starting	Router/modem rebooted
00093196	1/12/18	1/12/18	Captions	Not working/starting	Customer retraining provided
00093262	1/12/18	2/14/18	Captions	Not working/starting	No issue found
00093200	1/12/18	1/16/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00093176	1/12/18	2/20/18	Captions	Not working/starting	Customer refused assistance to resolve
00093128	1/12/18	1/16/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00093227	1/12/18	1/16/18	Captions	Not working/starting	Unable to contact customer to resolve
00093119	1/12/18	1/12/18	Captions	Not working/starting	No issue found
00093155	1/12/18	1/12/18	Captions	Not working/starting	Router/modem rebooted
00093348	1/13/18	1/13/18	Caption Phone	Can't make and/or receive calls	Customer refused assistance to resolve
00093317	1/13/18	1/13/18	Caption Phone	Answering machine won't play messages	Customer retraining provided

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00093342	1/13/18	1/13/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00093339	1/13/18	1/13/18	Caption Phone	Answering machine won't play messages	Wifi reconnected (no reboot required)
00093329	1/13/18	1/13/18	Caption Phone	Can't make and/or receive calls	Unable to contact customer to resolve
00093353	1/13/18	1/14/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00093344	1/13/18	1/13/18	Captions	Not working/starting	Router/modem rebooted
00093355	1/13/18	1/15/18	Captions	Not working/starting	Router/modem rebooted
00093372	1/14/18	1/14/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00093358	1/14/18	1/14/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00093368	1/14/18	1/14/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00093364	1/14/18	1/14/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00093361	1/14/18	1/14/18	Captions	Not working/starting	Router/modem rebooted
00093451	1/15/18	1/15/18	Caption Phone	Caller ID not working	Customer retraining provided
00093436	1/15/18	1/15/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00093464	1/15/18	1/15/18	Caption Phone	Can't make and/or receive calls	No issue found
00093387	1/15/18	2/6/18	Caption Phone	Can't make and/or receive calls	Customer refused assistance to resolve
00093463	1/15/18	1/16/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00093385	1/15/18	1/15/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00093448	1/15/18	1/15/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00093408	1/15/18	1/26/18	Caption Phone	Can't make and/or receive calls	No issue found
00093457	1/15/18	1/15/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00093435	1/15/18	1/15/18	Caption Phone	Answering machine isn't taking messages	No issue found
00093437	1/15/18	1/15/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00093400	1/15/18	1/15/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00093415	1/15/18	1/15/18	Captions	Not working/starting	Phone rebooted
00093441	1/15/18	1/17/18	Captions	Not working/starting	No issue found
00093377	1/15/18	1/15/18	Captions	Not working/starting	Ethernet cable reconnected
00093419	1/15/18	1/15/18	Captions	Not working/starting	Phone rebooted
00093550	1/16/18	1/16/18	Caption Phone	Can't make and/or receive calls	Unable to contact customer to resolve
00093576	1/16/18	1/16/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00093465	1/16/18	1/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00093510	1/16/18	1/16/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00093546	1/16/18	1/18/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00093521	1/16/18	1/16/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00093487	1/16/18	1/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00093555	1/16/18	1/30/18	Caption Phone	Phone turns on and off by itself	No issue found
00093514	1/16/18	1/16/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00093563	1/16/18	1/21/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00093538	1/16/18	1/16/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00093535	1/16/18	1/16/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00093494	1/16/18	1/16/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00093585	1/16/18	1/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00093466	1/16/18	1/16/18	Captions	Not working/starting	Ethernet cable reconnected
00093577	1/16/18	1/16/18	Captions	Not working/starting	Router/modem rebooted
00093470	1/16/18	1/16/18	Captions	Not working/starting	Phone rebooted
00093486	1/16/18	1/16/18	Captions	Not working/starting	No issue found
00093547	1/16/18	1/17/18	Captions	Not working/starting	Router/modem rebooted
00093578	1/16/18	1/16/18	Captions	Not working/starting	Router/modem rebooted
00093559	1/16/18	1/16/18	Captions	Not working/starting	Phone rebooted
00093527	1/16/18	1/16/18	Captions	Not working/starting	Router/modem rebooted
00093589	1/16/18	1/16/18	Captions	Not working/starting	Phone rebooted
00093603	1/16/18	1/16/18	Captions	Not working/starting	Customer retraining provided
00093516	1/16/18	1/16/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00093499	1/16/18	1/16/18	Captions	Not working/starting	Outage resolved
00093492	1/16/18	1/16/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00093531	1/16/18	1/16/18	Captions	Not working/starting	Router/modem rebooted
00093505	1/16/18	1/16/18	Captions	Not working/starting	Phone rebooted
00093565	1/16/18	1/16/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00093489	1/16/18	1/16/18	Captions	Not working/starting	Phone rebooted
00093617	1/17/18	1/17/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00093695	1/17/18	1/17/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00093667	1/17/18	1/17/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00093635	1/17/18	1/17/18	Caption Phone	Can't make and/or receive calls	Wifi reconnected (no reboot required)
00093619	1/17/18	1/17/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00093794	1/17/18	1/17/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00093656	1/17/18	1/17/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00093681	1/17/18	1/17/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00093698	1/17/18	1/29/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00093691	1/17/18	1/30/18	Caption Phone	Can't make and/or receive calls	Customer refused assistance to resolve
00093745	1/17/18	1/17/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00093649	1/17/18	1/17/18	Caption Phone	Can't make and/or receive calls	Wifi reconnected (no reboot required)
00093632	1/17/18	1/17/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00093694	1/17/18	1/17/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00093727	1/17/18	1/21/18	Caption Phone	Can't make and/or receive calls	No issue found

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00093647	1/17/18	1/17/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00093738	1/17/18	1/17/18	Captions	Not working/starting	Phone rebooted
00093778	1/17/18	2/12/18	Captions	Not working/starting	Customer refused assistance to resolve
00093772	1/17/18	1/23/18	Captions	Not working/starting	Router/modem rebooted
00093725	1/17/18	1/17/18	Captions	Not working/starting	Customer retraining provided
00093700	1/17/18	1/17/18	Captions	Not working/starting	Router/modem rebooted
00093726	1/17/18	1/27/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00093717	1/17/18	1/30/18	Captions	Not working/starting	Router/modem rebooted
00093633	1/17/18	1/17/18	Captions	Not working/starting	Router/modem rebooted
00093796	1/17/18	1/29/18	Captions	Other	Unable to contact customer to resolve
00093797	1/17/18	1/25/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00093701	1/17/18	1/17/18	Captions	Not working/starting	Customer retraining provided
00093613	1/17/18	1/17/18	Captions	Not working/starting	Phone rebooted
00093964	1/18/18	1/19/18	Caption Phone	Can't make and/or receive calls	No issue found
00093845	1/18/18	1/18/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00093993	1/18/18	1/21/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00093806	1/18/18	1/20/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00093937	1/18/18	1/18/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00093986	1/18/18	1/18/18	Caption Phone	Answering machine isn't taking messages	Phone line reconnected, resolved
00093914	1/18/18	1/25/18	Caption Phone	Can't make and/or receive calls	No issue found
00093902	1/18/18	1/18/18	Captions	Not working/starting	Phone rebooted
00093954	1/18/18	1/18/18	Captions	Not working/starting	Phone rebooted
00093956	1/18/18	1/18/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00093952	1/18/18	1/18/18	Captions	Not working/starting	Phone setting adjusted
00093984	1/18/18	1/18/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00093969	1/18/18	1/18/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00093847	1/18/18	1/20/18	Captions	Not working/starting	Phone rebooted
00093962	1/18/18	1/18/18	Captions	Not working/starting	Phone rebooted
00093857	1/18/18	1/25/18	Captions	Not working/starting	Phone rebooted
00093887	1/18/18	1/19/18	Captions	Not working/starting	No issue found
00093894	1/18/18	1/18/18	Captions	Not working/starting	Phone rebooted
00093803	1/18/18	1/23/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00093881	1/18/18	1/26/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00093800	1/18/18	1/18/18	Captions	Not working/starting	Phone rebooted
00093971	1/18/18	1/18/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00093867	1/18/18	2/5/18	Captions	Not working/starting	Customer refused assistance to resolve
00093834	1/18/18	2/8/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00094018	1/19/18	1/22/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00094119	1/19/18	1/29/18	Caption Phone	Screen unresponsive	No issue found
00094041	1/19/18	1/19/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00094042	1/19/18	1/19/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00094138	1/19/18	2/13/18	Caption Phone	Turns on and off	No issue found
00094098	1/19/18	1/19/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00094051	1/19/18	1/26/18	Caption Phone	Can't make and/or receive calls	No issue found
00094005	1/19/18	1/19/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00094132	1/19/18	1/19/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00094016	1/19/18	1/19/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00094073	1/19/18	1/23/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00094126	1/19/18	1/19/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00094043	1/19/18	1/19/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00094011	1/19/18	1/19/18	Captions	Not working/starting	Phone rebooted
00094144	1/19/18	1/19/18	Captions	Not working/starting	Router/modem rebooted
00094139	1/19/18	1/19/18	Captions	Not working/starting	Router/modem rebooted
00094140	1/19/18	1/19/18	Captions	Not working/starting	Router/modem cable reconnected
00094111	1/19/18	1/19/18	Captions	Not accurate	No issue found
00094082	1/19/18	1/19/18	Captions	Not working/starting	Phone rebooted
00094075	1/19/18	2/11/18	Captions	Not working/starting	Wifi password recovered
00094080	1/19/18	1/19/18	Captions	Not working/starting	Account Updated
00094078	1/19/18	2/6/18	Captions	Not working/starting	Wifi password recovered
00094177	1/20/18	1/20/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00094175	1/20/18	1/20/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00094167	1/20/18	1/20/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00094183	1/20/18	1/20/18	Captions	Not working/starting	Router/modem rebooted
00094159	1/20/18	1/20/18	Captions	Not working/starting	Phone rebooted
00094147	1/20/18	1/29/18	Captions	Not working/starting	Router/modem rebooted
00094160	1/20/18	1/20/18	Captions	Not working/starting	Router/modem rebooted
00094229	1/21/18	1/21/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00094223	1/21/18	1/21/18	Caption Phone	Caller ID not working	No issue found
00094218	1/21/18	2/14/18	Captions	Not working/starting	Phone rebooted
00094216	1/21/18	1/21/18	Captions	Not working/starting	Phone rebooted
00094378	1/22/18	2/2/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00094241	1/22/18	1/22/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00094243	1/22/18	1/22/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00094260	1/22/18	1/22/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00094329	1/22/18	1/23/18	Caption Phone	Screen unresponsive	Customer retraining provided
00094278	1/22/18	1/22/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00094299	1/22/18	2/1/18	Caption Phone	Answering machine won't play messages	No issue found
00094295	1/22/18	1/22/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00094352	1/22/18	1/31/18	Caption Phone	Can't make and/or receive calls	Unable to contact customer to resolve
00094292	1/22/18	1/22/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00094273	1/22/18	1/22/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00094402	1/22/18	1/28/18	Caption Phone	Can't make and/or receive calls	No issue found
00094403	1/22/18	1/23/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00094247	1/22/18	1/22/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00094387	1/22/18	1/22/18	Caption Phone	Can't make and/or receive calls	No issue found
00094381	1/22/18	1/22/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00094264	1/22/18	1/29/18	Caption Phone	Can't make and/or receive calls	Unable to contact customer to resolve
00094397	1/22/18	1/24/18	Captions	Not working/starting	Customer retraining provided
00094287	1/22/18	1/22/18	Captions	Not working/starting	Router/modem rebooted
00094354	1/22/18	1/22/18	Captions	Not working/starting	Phone rebooted
00094379	1/22/18	1/29/18	Captions	Not working/starting	Ethernet cable reconnected
00094242	1/22/18	1/29/18	Captions	Not accurate	Return Kit/Postage Paid Mailing Label sent
00094334	1/22/18	1/23/18	Captions	Not accurate	Caption Issue escalated
00094325	1/22/18	1/25/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00094372	1/22/18	1/24/18	Captions	Not working/starting	Phone rebooted
00094501	1/23/18	1/23/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00094411	1/23/18	1/23/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00094414	1/23/18	1/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00094437	1/23/18	1/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00094448	1/23/18	2/6/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00094564	1/23/18	1/23/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00094450	1/23/18	1/23/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00094409	1/23/18	1/24/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00094431	1/23/18	1/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00094530	1/23/18	1/23/18	Caption Phone	Caller ID not working	Phone rebooted
00094498	1/23/18	1/23/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00094451	1/23/18	1/23/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00094434	1/23/18	1/31/18	Caption Phone	Is stuck on the boot up screen	Device relocated (wifi issue)
00094458	1/23/18	1/23/18	Captions	Not working/starting	Customer retraining provided
00094454	1/23/18	1/30/18	Captions	Not working/starting	Outage resolved
00094525	1/23/18	1/23/18	Captions	Not working/starting	Phone rebooted
00094557	1/23/18	1/23/18	Captions	Not working/starting	Phone rebooted
00094425	1/23/18	1/23/18	Captions	Not working/starting	Phone rebooted
00094412	1/23/18	1/23/18	Captions	Not working/starting	Phone rebooted
00094524	1/23/18	1/23/18	Captions	Not accurate	No issue found
00094522	1/23/18	1/23/18	Captions	Not working/starting	Phone rebooted
00094482	1/23/18	1/23/18	Captions	Not working/starting	Router/modem rebooted
00094548	1/23/18	1/23/18	Captions	Not working/starting	Phone rebooted
00094479	1/23/18	1/23/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00094598	1/24/18	1/24/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00094682	1/24/18	1/24/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00094618	1/24/18	1/24/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00094656	1/24/18	1/24/18	Caption Phone	Screen unresponsive	Phone rebooted
00094578	1/24/18	1/24/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00094660	1/24/18	2/7/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00094580	1/24/18	1/24/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00094715	1/24/18	1/24/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00094731	1/24/18	1/24/18	Caption Phone	Can't make and/or receive calls	No issue found
00094608	1/24/18	1/24/18	Captions	Other	No issue found
00094574	1/24/18	1/24/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00094606	1/24/18	1/30/18	Captions	Not working/starting	No issue found
00094693	1/24/18	1/24/18	Captions	Not working/starting	Phone rebooted
00094621	1/24/18	1/24/18	Captions	Not working/starting	Phone rebooted
00094583	1/24/18	1/24/18	Captions	Not working/starting	Phone rebooted
00094613	1/24/18	1/24/18	Captions	Not working/starting	Environmental issue resolved
00094666	1/24/18	1/24/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00094849	1/25/18	1/28/18	Caption Phone	Screen unresponsive	Software updated
00094758	1/25/18	1/25/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00094886	1/25/18	1/25/18	Caption Phone	Answering machine isn't taking messages	Wifi password recovered
00094860	1/25/18	1/25/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00094826	1/25/18	1/25/18	Caption Phone	Screen unresponsive	Phone rebooted
00094864	1/25/18	2/9/18	Caption Phone	Answering machine isn't taking messages	No issue found
00094831	1/25/18	1/25/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00094892	1/25/18	1/25/18	Caption Phone	Phone turns on and off by itself	No issue found
00094798	1/25/18	1/25/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00094891	1/25/18	2/6/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00094755	1/25/18	1/31/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00094913	1/25/18	1/26/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00094863	1/25/18	2/1/18	Caption Phone	Can't make and/or receive calls	No issue found
00094890	1/25/18	1/25/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00094835	1/25/18	1/25/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00094902	1/25/18	1/25/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00094915	1/25/18	1/25/18	Captions	Not working/starting	Router/modem rebooted
00094845	1/25/18	1/25/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00094839	1/25/18	1/25/18	Captions	Not working/starting	Phone rebooted
00094753	1/25/18	1/25/18	Captions	Not working/starting	Customer refused assistance to resolve
00094907	1/25/18	1/31/18	Captions	Not working/starting	Phone rebooted
00094876	1/25/18	1/25/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00094787	1/25/18	1/25/18	Captions	Not working/starting	Router/modem rebooted
00094889	1/25/18	2/5/18	Captions	Not working/starting	Caption issue escalated
00095013	1/26/18	1/26/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00095076	1/26/18	1/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00094921	1/26/18	1/26/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00095051	1/26/18	1/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00094959	1/26/18	1/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00094922	1/26/18	1/26/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00095008	1/26/18	1/30/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00095035	1/26/18	1/26/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00094993	1/26/18	1/26/18	Captions	Not working/starting	Phone rebooted
00095046	1/26/18	1/26/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00095014	1/26/18	1/26/18	Captions	Not working/starting	Phone rebooted
00094928	1/26/18	1/29/18	Captions	Not working/starting	Phone rebooted
00094934	1/26/18	1/26/18	Captions	Not working/starting	Phone rebooted
00095052	1/26/18	1/26/18	Captions	Not working/starting	Router/modem rebooted
00094971	1/26/18	1/26/18	Captions	Not working/starting	Wifi password recovered
00095024	1/26/18	1/26/18	Captions	Not working/starting	No issue found
00094978	1/26/18	1/26/18	Captions	Not working/starting	Phone rebooted
00094940	1/26/18	1/26/18	Captions	Not working/starting	Outage resolved
00095131	1/27/18	1/27/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00095097	1/27/18	1/27/18	Captions	Not working/starting	Router/modem rebooted
00095160	1/28/18	2/5/18	Caption Phone	Can't make and/or receive calls	Changed customer equipment setting
00095146	1/28/18	2/1/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00095158	1/28/18	1/28/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00095154	1/28/18	1/28/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00095149	1/28/18	1/28/18	Captions	Not working/starting	Customer retraining provided
00095147	1/28/18	1/30/18	Captions	Not working/starting	Router/modem rebooted
00095151	1/28/18	1/28/18	Captions	Not working/starting	Phone setting adjusted
00095152	1/28/18	1/28/18	Captions	Not working/starting	Phone rebooted
00095214	1/29/18	1/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00095320	1/29/18	1/29/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00095339	1/29/18	2/9/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00095277	1/29/18	1/29/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00095191	1/29/18	1/29/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00095334	1/29/18	2/5/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00095306	1/29/18	1/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00095196	1/29/18	1/29/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00095243	1/29/18	2/26/18	Caption Phone	Is stuck on the boot up screen	Device relocated (wifi issue)
00095227	1/29/18	2/9/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00095186	1/29/18	1/30/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00095167	1/29/18	1/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00095287	1/29/18	1/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00095344	1/29/18	1/29/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00095182	1/29/18	1/29/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00095323	1/29/18	1/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00095312	1/29/18	1/31/18	Caption Phone	Is stuck on the boot up screen	Device relocated (wifi issue)
00095327	1/29/18	1/29/18	Caption Phone	Can't make and/or receive calls	Customer refused assistance to resolve
00095300	1/29/18	1/30/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00095316	1/29/18	1/29/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00095366	1/29/18	1/29/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00095230	1/29/18	1/29/18	Captions	Not working/starting	Phone rebooted
00095231	1/29/18	1/29/18	Captions	Not working/starting	No issue found
00095201	1/29/18	1/29/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00095351	1/29/18	1/29/18	Captions	Not working/starting	No issue found
00095223	1/29/18	3/2/18	Captions	Not working/starting	Phone rebooted
00095350	1/29/18	1/29/18	Captions	Not accurate	No issue found
00095180	1/29/18	1/29/18	Captions	Not working/starting	Phone rebooted
00095336	1/29/18	1/29/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00095310	1/29/18	2/9/18	Captions	Not working/starting	No issue found
00095449	1/30/18	1/30/18	Caption Phone	Answering machine won't play messages	Phone rebooted

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00095511	1/30/18	2/10/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00095379	1/30/18	2/7/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00095465	1/30/18	1/30/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00095536	1/30/18	1/30/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00095555	1/30/18	1/30/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00095506	1/30/18	1/30/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00095440	1/30/18	1/31/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00095371	1/30/18	1/30/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00095472	1/30/18	1/30/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00095479	1/30/18	2/8/18	Caption Phone	Turns on and off	Device relocated (wifi issue)
00095447	1/30/18	2/7/18	Caption Phone	Is stuck on the boot up screen	Phone rebooted
00095526	1/30/18	1/30/18	Caption Phone	Can't make and/or receive calls	Account Updated
00095460	1/30/18	1/30/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00095427	1/30/18	1/30/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00095550	1/30/18	1/30/18	Caption Phone	Turns on and off	Device relocated (wifi issue)
00095397	1/30/18	1/30/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00095430	1/30/18	1/30/18	Captions	Not working/starting	Router/modem rebooted
00095512	1/30/18	1/30/18	Captions	Not accurate	Customer retraining provided
00095521	1/30/18	1/30/18	Captions	Not working/starting	Router/modem rebooted
00095490	1/30/18	1/30/18	Captions	Not working/starting	Router/modem rebooted
00095543	1/30/18	1/30/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00095374	1/30/18	2/8/18	Captions	Not working/starting	No issue found
00095496	1/30/18	1/30/18	Captions	Not working/starting	Router/modem rebooted
00095461	1/30/18	1/30/18	Captions	Not working/starting	Phone rebooted
00095494	1/30/18	1/30/18	Captions	Not accurate	Customer retraining provided
00095480	1/30/18	2/5/18	Captions	Stopping during calls	Router/modem rebooted
00095665	1/31/18	2/1/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00095724	1/31/18	1/31/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00095598	1/31/18	1/31/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00095563	1/31/18	2/2/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00095560	1/31/18	1/31/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00095615	1/31/18	1/31/18	Caption Phone	Answering machine isn't taking messages	No issue found
00095747	1/31/18	1/31/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00095687	1/31/18	1/31/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00095684	1/31/18	1/31/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00095681	1/31/18	1/31/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00095621	1/31/18	1/31/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00095737	1/31/18	1/31/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00095682	1/31/18	1/31/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00095629	1/31/18	1/31/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00095579	1/31/18	2/1/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00095694	1/31/18	2/9/18	Captions	Not working/starting	Router/modem rebooted
00095742	1/31/18	2/1/18	Captions	Not working/starting	Customer retraining provided
00095602	1/31/18	1/31/18	Captions	Not working/starting	No issue found
00095870	2/1/18	2/6/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00095818	2/1/18	2/1/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00095792	2/1/18	2/1/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00095910	2/1/18	2/2/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00095885	2/1/18	2/1/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00095911	2/1/18	2/1/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00095793	2/1/18	2/12/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00095826	2/1/18	2/1/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00095880	2/1/18	2/1/18	Caption Phone	Answering machine isn't taking messages	Customer Owned Equipment Failure Identified issue, customer to follow up
00095899	2/1/18	2/1/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00095902	2/1/18	2/8/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00095856	2/1/18	2/1/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00095840	2/1/18	2/1/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00095782	2/1/18	2/5/18	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00095749	2/1/18	2/1/18	Captions	Not working/starting	Phone rebooted
00095920	2/1/18	2/11/18	Captions	Not working/starting	No issue found
00095841	2/1/18	2/1/18	Captions	Not working/starting	No issue found
00095754	2/1/18	2/1/18	Captions	Not working/starting	Phone rebooted
00095918	2/1/18	2/1/18	Captions	Not working/starting	Phone rebooted
00095823	2/1/18	2/1/18	Captions	Not working/starting	Phone rebooted
00095760	2/1/18	2/6/18	Captions	Not working/starting	No issue found
00095921	2/1/18	2/3/18	Captions	Not working/starting	Router/modem rebooted
00095776	2/1/18	2/1/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00095952	2/2/18	2/5/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00095943	2/2/18	2/2/18	Caption Phone	Screen unresponsive	Phone rebooted
00095928	2/2/18	2/14/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00095994	2/2/18	2/2/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096011	2/2/18	2/2/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00095968	2/2/18	2/6/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00096045	2/2/18	2/19/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00095951	2/2/18	2/2/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096036	2/2/18	2/2/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00096021	2/2/18	2/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00095984	2/2/18	2/2/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00095944	2/2/18	2/6/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00095966	2/2/18	2/5/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096050	2/2/18	3/28/18	Captions	Not working/starting	No issue found
00095925	2/2/18	2/2/18	Captions	Not working/starting	Customer retraining provided
00095993	2/2/18	2/2/18	Captions	Not accurate	Phone rebooted
00096055	2/2/18	2/2/18	Captions	Not working/starting	Phone rebooted
00096054	2/2/18	2/2/18	Captions	Not working/starting	Phone rebooted
00095985	2/2/18	2/26/18	Captions	Not working/starting	Phone rebooted
00095953	2/2/18	2/6/18	Captions	Not working/starting	Changed Customer Equipment setting
00095942	2/2/18	2/2/18	Captions	Not working/starting	Environmental issue resolved
00095930	2/2/18	2/2/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00096078	2/2/18	2/14/18	Captions	Other	Outage resolved
00096069	2/2/18	2/2/18	Captions	Not working/starting	Wifi password recovered
00096105	2/3/18	2/3/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096095	2/3/18	2/3/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00096127	2/3/18	2/3/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00096087	2/3/18	2/3/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00096088	2/3/18	2/9/18	Captions	Not working/starting	No issue found
00096084	2/3/18	2/3/18	Captions	Not working/starting	Router/modem rebooted
00096121	2/3/18	2/3/18	Captions	Not working/starting	Router/modem rebooted
00096132	2/3/18	2/3/18	Captions	Not working/starting	Router/modem rebooted
00096147	2/4/18	2/6/18	Caption Phone	Can't make and/or receive calls	No issue found
00096149	2/4/18	2/4/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00096141	2/4/18	2/4/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00096188	2/5/18	2/8/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00096178	2/5/18	2/5/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00096246	2/5/18	2/5/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00096182	2/5/18	2/5/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096299	2/5/18	2/22/18	Caption Phone	Caller ID not working	Device relocated (wifi issue)
00096277	2/5/18	2/15/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00096285	2/5/18	2/5/18	Caption Phone	Answering machine isn't taking messages	Wifi reconnected (no reboot required)
00096191	2/5/18	2/5/18	Caption Phone	Answering machine isn't taking messages	No issue found
00096263	2/5/18	2/5/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096300	2/5/18	2/5/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096317	2/5/18	2/6/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00096333	2/5/18	2/5/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00096180	2/5/18	2/5/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00096208	2/5/18	2/5/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00096275	2/5/18	2/5/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00096171	2/5/18	2/5/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096217	2/5/18	2/5/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096204	2/5/18	2/5/18	Caption Phone	Screen unresponsive	Phone rebooted
00096264	2/5/18	2/5/18	Captions	Not working/starting	Router/modem rebooted
00096155	2/5/18	2/5/18	Captions	Not working/starting	Customer refused assistance to resolve
00096254	2/5/18	2/5/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00096216	2/5/18	2/5/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00096338	2/5/18	2/5/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00096262	2/5/18	2/5/18	Captions	Not accurate	No issue found
00096160	2/5/18	2/5/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00096207	2/5/18	2/5/18	Captions	Not working/starting	Phone rebooted
00096247	2/5/18	2/5/18	Captions	Not accurate	Customer retraining provided
00096176	2/5/18	2/16/18	Captions	Not working/starting	Unable to contact customer to resolve
00096185	2/5/18	2/5/18	Captions	Not working/starting	Phone rebooted
00096153	2/5/18	2/5/18	Captions	Not accurate	Customer retraining provided
00096358	2/6/18	2/6/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00096364	2/6/18	2/9/18	Caption Phone	Caller ID not working	Customer retraining provided
00096456	2/6/18	2/8/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096475	2/6/18	2/6/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00096485	2/6/18	2/6/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00096471	2/6/18	2/20/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00096504	2/6/18	2/6/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096344	2/6/18	2/6/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00096458	2/6/18	2/6/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00096474	2/6/18	2/6/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00096374	2/6/18	2/6/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096348	2/6/18	2/6/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00096403	2/6/18	2/8/18	Caption Phone	Can't make and/or receive calls	Customer refused assistance to resolve
00096408	2/6/18	2/7/18	Captions	Not working/starting	Phone rebooted



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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00096407	2/6/18	2/15/18	Captions	Not working/starting	No issue found
00096435	2/6/18	2/13/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00096369	2/6/18	2/6/18	Captions	Not working/starting	Router/modem rebooted
00096499	2/6/18	2/6/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00096505	2/6/18	2/7/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00096497	2/6/18	2/9/18	Captions	Not working/starting	Router/modem rebooted
00096436	2/6/18	2/26/18	Captions	Not working/starting	Unable to contact customer to resolve
00096398	2/6/18	2/22/18	Captions	Not working/starting	Device relocated (wifi issue)
00096375	2/6/18	2/6/18	Captions	Not working/starting	Router/modem rebooted
00096490	2/6/18	2/6/18	Captions	Not working/starting	Phone rebooted
00096460	2/6/18	2/6/18	Captions	Not working/starting	No issue found
00096488	2/6/18	2/6/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00096562	2/7/18	2/7/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00096590	2/7/18	3/5/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096557	2/7/18	2/12/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00096594	2/7/18	2/7/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00096619	2/7/18	2/12/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00096575	2/7/18	2/7/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00096667	2/7/18	2/14/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00096540	2/7/18	2/7/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096687	2/7/18	2/7/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00096608	2/7/18	2/7/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096628	2/7/18	2/7/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096544	2/7/18	2/7/18	Captions	Other	Customer retraining provided
00096647	2/7/18	2/7/18	Captions	Not working/starting	Router/modem rebooted
00096681	2/7/18	2/7/18	Captions	Not working/starting	Customer retraining provided
00096601	2/7/18	2/14/18	Captions	Not working/starting	Router/modem rebooted
00096690	2/7/18	2/7/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00096591	2/7/18	2/7/18	Captions	Not working/starting	Customer refused assistance to resolve
00096589	2/7/18	2/8/18	Captions	Not working/starting	Router/modem cable reconnected
00096569	2/7/18	2/7/18	Captions	Not accurate	Phone rebooted
00096665	2/7/18	2/11/18	Captions	Not working/starting	No issue found
00096691	2/7/18	2/12/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00096818	2/8/18	2/8/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00096776	2/8/18	2/8/18	Caption Phone	Can't make and/or receive calls	No issue found
00096856	2/8/18	2/8/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096828	2/8/18	2/8/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00096853	2/8/18	2/8/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00096832	2/8/18	2/8/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00096737	2/8/18	2/8/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00096754	2/8/18	2/8/18	Caption Phone	Screen unresponsive	Phone line reconnected, resolved
00096874	2/8/18	2/12/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00096733	2/8/18	2/8/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00096735	2/8/18	2/9/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096839	2/8/18	2/8/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00096854	2/8/18	2/12/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00096699	2/8/18	2/8/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00096764	2/8/18	2/8/18	Caption Phone	Can't make and/or receive calls	Customer refused assistance to resolve
00096809	2/8/18	2/8/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096759	2/8/18	2/13/18	Captions	Not working/starting	Phone rebooted
00096703	2/8/18	2/8/18	Captions	Not working/starting	Router/modem rebooted
00096766	2/8/18	2/8/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00096704	2/8/18	2/8/18	Captions	Not working/starting	No issue found
00096794	2/8/18	2/11/18	Captions	Not working/starting	Router/modem rebooted
00096719	2/8/18	3/13/18	Captions	Not accurate	Customer retraining provided
00096849	2/8/18	2/8/18	Captions	Not working/starting	Phone rebooted
00096718	2/8/18	2/8/18	Captions	Not working/starting	Phone rebooted
00096777	2/8/18	2/15/18	Captions	Not working/starting	Router/modem rebooted
00096943	2/9/18	2/9/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00096902	2/9/18	2/9/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00097025	2/9/18	2/9/18	Caption Phone	Screen unresponsive	Phone rebooted
00097033	2/9/18	2/9/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00096891	2/9/18	2/9/18	Caption Phone	Screen unresponsive	Phone rebooted
00096907	2/9/18	2/9/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00096915	2/9/18	2/9/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00096989	2/9/18	2/9/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00097018	2/9/18	3/2/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00097050	2/9/18	2/9/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00097052	2/9/18	2/11/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00097038	2/9/18	2/9/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00096971	2/9/18	2/15/18	Caption Phone	Can't make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00097037	2/9/18	2/9/18	Captions	Not working/starting	Router/modem rebooted
00096937	2/9/18	2/9/18	Captions	Not working/starting	Phone rebooted

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00096930	2/9/18	2/9/18	Captions	Not working/starting	Phone rebooted
00097051	2/9/18	4/2/18	Captions	Not working/starting	Wifi password recovered
00097053	2/9/18	2/9/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00096967	2/9/18	2/11/18	Captions	Not working/starting	Phone rebooted
00096888	2/9/18	2/10/18	Captions	Not working/starting	Router/modem rebooted
00097078	2/10/18	2/10/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00097129	2/10/18	2/10/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00097063	2/10/18	2/10/18	Caption Phone	Can't make and/or receive calls	No issue found
00097117	2/10/18	2/10/18	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected
00097107	2/10/18	2/12/18	Caption Phone	Can't make and/or receive calls	Customer refused assistance to resolve
00097112	2/10/18	2/10/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00097132	2/10/18	2/10/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00097140	2/10/18	2/10/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00097069	2/10/18	2/10/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00097133	2/10/18	2/10/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00097119	2/10/18	2/10/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00097081	2/10/18	2/10/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00097087	2/10/18	2/10/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00097073	2/10/18	2/10/18	Captions	Not working/starting	Phone rebooted
00097091	2/10/18	2/10/18	Captions	Not working/starting	No issue found
00097149	2/11/18	2/11/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00097159	2/11/18	2/11/18	Captions	Not working/starting	Ethernet cable reconnected
00097160	2/11/18	2/11/18	Captions	Not working/starting	No issue found
00097161	2/11/18	2/12/18	Captions	Not working/starting	No issue found
00097305	2/12/18	2/12/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00097168	2/12/18	2/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00097171	2/12/18	2/12/18	Caption Phone	Screen unresponsive	Phone rebooted
00097268	2/12/18	2/17/18	Caption Phone	Can't make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00097308	2/12/18	2/14/18	Caption Phone	Can't make and/or receive calls	No issue found
00097289	2/12/18	2/12/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00097334	2/12/18	2/12/18	Caption Phone	Can't make and/or receive calls	No issue found
00097199	2/12/18	2/12/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00097280	2/12/18	2/12/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00097244	2/12/18	2/12/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00097242	2/12/18	2/12/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00097201	2/12/18	2/21/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00097325	2/12/18	2/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00097285	2/12/18	2/12/18	Captions	Not working/starting	Phone rebooted
00097266	2/12/18	2/12/18	Captions	Not working/starting	Unable to contact customer to resolve
00097178	2/12/18	2/12/18	Captions	Not working/starting	Router/modem rebooted
00097272	2/12/18	2/12/18	Captions	Not accurate	Caption Issue escalated
00097206	2/12/18	2/12/18	Captions	Not working/starting	Phone rebooted
00097271	2/12/18	2/12/18	Captions	Not working/starting	Router/modem rebooted
00097270	2/12/18	2/12/18	Captions	Not working/starting	Phone rebooted
00097180	2/12/18	2/12/18	Captions	Not working/starting	No issue found
00097239	2/12/18	2/12/18	Captions	Not working/starting	Phone rebooted
00097309	2/12/18	2/20/18	Captions	Not working/starting	Phone rebooted
00097292	2/12/18	2/14/18	Captions	Not working/starting	No issue found
00097330	2/12/18	2/12/18	Captions	Not working/starting	Router/modem rebooted
00097281	2/12/18	2/12/18	Captions	Not working/starting	Customer retraining provided
00097265	2/12/18	2/12/18	Captions	Not working/starting	Router/modem rebooted
00097486	2/13/18	2/19/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00097408	2/13/18	2/13/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00097539	2/13/18	2/13/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00097532	2/13/18	2/13/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00097375	2/13/18	2/13/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00097345	2/13/18	2/13/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00097488	2/13/18	2/13/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00097507	2/13/18	2/13/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00097347	2/13/18	2/13/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00097499	2/13/18	2/16/18	Caption Phone	Can't make and/or receive calls	No issue found
00097431	2/13/18	2/13/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00097367	2/13/18	2/13/18	Caption Phone	Can't make and/or receive calls	No issue found
00097480	2/13/18	2/13/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00097473	2/13/18	2/15/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00097424	2/13/18	2/13/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00097443	2/13/18	2/13/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00097527	2/13/18	2/14/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00097444	2/13/18	2/22/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00097463	2/13/18	2/13/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00097374	2/13/18	2/13/18	Captions	Not working/starting	Account Updated
00097531	2/13/18	2/13/18	Captions	Not working/starting	Phone rebooted
00097516	2/13/18	2/21/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00097369	2/13/18	2/13/18	Captions	Not working/starting	Phone rebooted
00097513	2/13/18	3/5/18	Captions	Not working/starting	Wifi extender installed
00097358	2/13/18	2/13/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00097522	2/13/18	2/13/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00097425	2/13/18	2/13/18	Captions	Not working/starting	Router/modem rebooted
00097413	2/13/18	2/13/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00097470	2/13/18	2/20/18	Captions	Not working/starting	Phone rebooted
00097579	2/14/18	2/14/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00097551	2/14/18	2/14/18	Caption Phone	Can't make and/or receive calls	No issue found
00097619	2/14/18	2/14/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00097605	2/14/18	2/22/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00097614	2/14/18	2/14/18	Caption Phone	Turns on and off	Phone rebooted
00097547	2/14/18	2/14/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00097616	2/14/18	2/14/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00097556	2/14/18	2/26/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00097669	2/14/18	2/16/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00097620	2/14/18	2/14/18	Caption Phone	Can't make and/or receive calls	Wifi extender installed
00097663	2/14/18	2/15/18	Captions	Not working/starting	Environmental issue resolved
00097602	2/14/18	2/14/18	Captions	Not working/starting	Phone rebooted
00097601	2/14/18	2/20/18	Captions	Not working/starting	Customer retraining provided
00097595	2/14/18	2/14/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00097545	2/14/18	2/14/18	Captions	Not working/starting	Phone rebooted
00097710	2/15/18	2/15/18	Caption Phone	Answering machine won't play messages	Wifi password recovered
00097709	2/15/18	2/15/18	Caption Phone	Caller ID not working	Customer retraining provided
00097712	2/15/18	2/15/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00097690	2/15/18	2/15/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00097819	2/15/18	2/15/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00097698	2/15/18	2/16/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00097692	2/15/18	2/15/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00097779	2/15/18	2/15/18	Caption Phone	Can't make and/or receive calls	Unable to contact customer to resolve
00097838	2/15/18	2/15/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00097732	2/15/18	2/15/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00097844	2/15/18	2/21/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00097721	2/15/18	2/22/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00097806	2/15/18	2/15/18	Caption Phone	Screen unresponsive	Phone rebooted
00097700	2/15/18	2/15/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00097767	2/15/18	2/15/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00097735	2/15/18	2/15/18	Caption Phone	Screen unresponsive	Environmental issue resolved
00097678	2/15/18	2/23/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00097794	2/15/18	2/28/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00097689	2/15/18	4/3/18	Captions	Not working/starting	Router/modem rebooted
00097757	2/15/18	2/15/18	Captions	Not working/starting	Phone rebooted
00097831	2/15/18	2/15/18	Captions	Not working/starting	Phone rebooted
00097775	2/15/18	2/15/18	Captions	Not working/starting	Router/modem rebooted
00097675	2/15/18	2/15/18	Captions	Other	Customer retraining provided
00097839	2/15/18	2/15/18	Captions	Not working/starting	DSL filters issues, resolved
00097760	2/15/18	2/15/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00097833	2/15/18	2/15/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00097835	2/15/18	2/15/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00097739	2/15/18	2/15/18	Captions	Not working/starting	Phone rebooted
00097769	2/15/18	2/20/18	Captions	Not working/starting	Customer retraining provided
00097741	2/15/18	2/15/18	Captions	Not working/starting	Outage resolved
00097920	2/16/18	2/21/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00097901	2/16/18	2/23/18	Caption Phone	Screen unresponsive	Phone rebooted
00097858	2/16/18	2/16/18	Caption Phone	Can't make and/or receive calls	DSL filters issues, resolved
00097852	2/16/18	3/2/18	Caption Phone	Can't make and/or receive calls	No issue found
00097910	2/16/18	2/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00097922	2/16/18	2/16/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00097939	2/16/18	2/16/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00098012	2/16/18	3/25/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00097874	2/16/18	2/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00097981	2/16/18	2/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00097868	2/16/18	2/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00097882	2/16/18	2/16/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00097909	2/16/18	2/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00098013	2/16/18	2/22/18	Caption Phone	Can't make and/or receive calls	No issue found
00097944	2/16/18	2/16/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00097926	2/16/18	2/16/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00097846	2/16/18	2/16/18	Captions	Not working/starting	No issue found
00097914	2/16/18	2/16/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00097937	2/16/18	2/16/18	Captions	Not working/starting	Customer retraining provided
00097931	2/16/18	2/25/18	Captions	Not working/starting	Environmental issue resolved
00097891	2/16/18	2/16/18	Captions	Not working/starting	Phone rebooted

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00097867	2/16/18	2/16/18	Captions	Not working/starting	Phone rebooted
00097893	2/16/18	2/16/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00097860	2/16/18	2/16/18	Captions	Not working/starting	Router/modem rebooted
00098092	2/17/18	2/17/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00098116	2/17/18	2/17/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00098045	2/17/18	2/17/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00098126	2/17/18	2/17/18	Caption Phone	Screen unresponsive	Customer retraining provided
00098107	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098174	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098057	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098101	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098062	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098102	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098110	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098081	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098050	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098166	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098148	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098094	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098189	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098096	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098183	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098187	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098171	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098084	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098127	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098180	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098048	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098153	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098117	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098143	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098075	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098047	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098071	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098115	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098078	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098070	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098124	2/17/18	2/21/18	Captions	Not working/starting	Phone rebooted
00098118	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098177	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098040	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098158	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098167	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098173	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098068	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098054	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098144	2/17/18	2/17/18	Captions	Not working/starting	Phone rebooted
00098190	2/18/18	2/18/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00098209	2/18/18	2/18/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00098201	2/18/18	2/23/18	Captions	Not working/starting	Phone setting adjusted
00098294	2/19/18	2/19/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00098253	2/19/18	2/19/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00098235	2/19/18	2/19/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00098268	2/19/18	2/19/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00098259	2/19/18	2/19/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00098315	2/19/18	2/26/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00098261	2/19/18	3/6/18	Caption Phone	Screen unresponsive	Phone rebooted
00098228	2/19/18	2/27/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00098307	2/19/18	2/19/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00098321	2/19/18	2/19/18	Captions	Not working/starting	Outage resolved
00098340	2/19/18	2/23/18	Captions	Not working/starting	Phone rebooted
00098336	2/19/18	2/21/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00098349	2/19/18	2/20/18	Captions	Not working/starting	Phone rebooted
00098313	2/19/18	2/19/18	Captions	Not working/starting	No issue found
00098320	2/19/18	2/19/18	Captions	Not working/starting	Phone rebooted
00098332	2/19/18	2/19/18	Captions	Not working/starting	Phone rebooted
00098342	2/19/18	2/20/18	Captions	Not accurate	Caption Issue escalated
00098529	2/20/18	2/20/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00098356	2/20/18	3/2/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00098411	2/20/18	2/20/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00098469	2/20/18	2/20/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00098381	2/20/18	2/26/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00098497	2/20/18	2/20/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00098511	2/20/18	2/20/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00098434	2/20/18	2/28/18	Caption Phone	Can't make and/or receive calls	No issue found
00098484	2/20/18	2/20/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00098373	2/20/18	2/20/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00098429	2/20/18	2/20/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00098477	2/20/18	2/20/18	Caption Phone	Screen unresponsive	Phone rebooted
00098380	2/20/18	2/20/18	Captions	Not working/starting	Phone rebooted
00098399	2/20/18	2/21/18	Captions	Not working/starting	Phone rebooted
00098485	2/20/18	2/20/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00098410	2/20/18	2/20/18	Captions	Not working/starting	Phone setting adjusted
00098392	2/20/18	2/20/18	Captions	Not working/starting	Outage resolved
00098374	2/20/18	2/20/18	Captions	Not working/starting	Router/modem rebooted
00098358	2/20/18	2/20/18	Captions	Not working/starting	Phone rebooted
00098464	2/20/18	2/20/18	Captions	Not working/starting	Router/modem rebooted
00098447	2/20/18	2/20/18	Captions	Stopping during calls	ISP/Telco service issue, customer to follow up
00098729	2/21/18	2/21/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00098541	2/21/18	2/21/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00098534	2/21/18	2/23/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00098709	2/21/18	2/21/18	Caption Phone	Caller ID not working	Customer retraining provided
00098659	2/21/18	2/21/18	Caption Phone	Screen unresponsive	Customer retraining provided
00098723	2/21/18	2/21/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00098531	2/21/18	2/21/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00098554	2/21/18	2/21/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00098550	2/21/18	2/21/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00098563	2/21/18	2/23/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00098543	2/21/18	2/21/18	Caption Phone	Can't make and/or receive calls	Ethernet cable reconnected
00098658	2/21/18	2/21/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00098617	2/21/18	2/21/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00098608	2/21/18	2/23/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00098625	2/21/18	2/21/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00098591	2/21/18	2/21/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00098574	2/21/18	2/21/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00098570	2/21/18	2/21/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00098556	2/21/18	2/21/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00098588	2/21/18	2/21/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00098647	2/21/18	2/21/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00098561	2/21/18	2/21/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00098657	2/21/18	2/22/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00098624	2/21/18	2/21/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00098666	2/21/18	2/21/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00098600	2/21/18	2/21/18	Caption Phone	Answering machine won't play messages	No issue found
00098596	2/21/18	2/21/18	Captions	Other	No issue found
00098594	2/21/18	2/21/18	Captions	Not working/starting	Customer retraining provided
00098584	2/21/18	2/21/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00098661	2/21/18	2/21/18	Captions	Not working/starting	Phone rebooted
00098579	2/21/18	2/21/18	Captions	Not working/starting	Router/modem rebooted
00098730	2/21/18	2/26/18	Captions	Not working/starting	Ethernet cable reconnected
00098719	2/21/18	2/21/18	Captions	Not working/starting	Customer retraining provided
00098695	2/21/18	2/21/18	Captions	Not working/starting	Phone rebooted
00098551	2/21/18	2/25/18	Captions	Not working/starting	Router/modem rebooted
00098712	2/21/18	2/21/18	Captions	Not working/starting	Router/modem rebooted
00098724	2/21/18	2/21/18	Captions	Other	Outage resolved
00098623	2/21/18	2/21/18	Captions	Not working/starting	Router/modem rebooted
00098621	2/21/18	2/21/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00098577	2/21/18	2/21/18	Captions	Not working/starting	Phone rebooted
00098613	2/21/18	2/21/18	Captions	Not working/starting	No issue found
00098644	2/21/18	2/21/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00098580	2/21/18	2/21/18	Captions	Not working/starting	No issue found
00098717	2/21/18	2/21/18	Captions	Not working/starting	Phone setting adjusted
00098693	2/21/18	3/3/18	Captions	Not accurate	Caption Issue escalated
00098690	2/21/18	2/21/18	Captions	Not working/starting	Phone rebooted
00098605	2/21/18	2/21/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00098606	2/21/18	2/22/18	Captions	Not working/starting	Phone rebooted
00098890	2/22/18	2/22/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00098860	2/22/18	2/22/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00098930	2/22/18	2/22/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00098826	2/22/18	2/22/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00098876	2/22/18	2/22/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00098883	2/22/18	2/22/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00098767	2/22/18	3/5/18	Caption Phone	Can't make and/or receive calls	No issue found
00098838	2/22/18	2/22/18	Caption Phone	Screen unresponsive	Phone rebooted
00098858	2/22/18	2/27/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00098934	2/22/18	2/22/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided

REDACTED - FOR PUBLIC INSPECTION  
ClearCaptions LLC,  
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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00098848	2/22/18	2/22/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00098790	2/22/18	2/22/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00098879	2/22/18	2/22/18	Caption Phone	Screen unresponsive	Phone rebooted
00098787	2/22/18	2/22/18	Caption Phone	Answering machine won't play messages	Router/modem cable reconnected
00098827	2/22/18	2/22/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00098880	2/22/18	2/22/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00098854	2/22/18	2/22/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00098774	2/22/18	2/22/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00098868	2/22/18	2/22/18	Captions	Not working/starting	Router/modem rebooted
00098783	2/22/18	2/22/18	Captions	Not working/starting	Phone rebooted
00098894	2/22/18	3/6/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00098788	2/22/18	2/22/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00098851	2/22/18	2/22/18	Captions	Not working/starting	Customer retraining provided
00098772	2/22/18	2/22/18	Captions	Not working/starting	No issue found
00098898	2/22/18	2/22/18	Captions	Not working/starting	Phone rebooted
00098891	2/22/18	2/22/18	Captions	Not working/starting	Device relocated (wifi issue)
00098765	2/22/18	2/22/18	Captions	Not working/starting	Phone rebooted
00098833	2/22/18	2/22/18	Captions	Not working/starting	Phone rebooted
00098981	2/23/18	2/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00098995	2/23/18	2/23/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00099033	2/23/18	3/2/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00098948	2/23/18	2/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00099031	2/23/18	2/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00099001	2/23/18	2/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00098941	2/23/18	2/23/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00098966	2/23/18	2/23/18	Caption Phone	Can't make and/or receive calls	Ethernet cable reconnected
00098959	2/23/18	2/23/18	Captions	Not working/starting	Phone rebooted
00098987	2/23/18	2/23/18	Captions	Not working/starting	Phone rebooted
00099054	2/23/18	2/25/18	Captions	Not working/starting	Router/modem rebooted
00099087	2/23/18	2/23/18	Captions	Not working/starting	No issue found
00099077	2/23/18	2/26/18	Captions	Other	Outage resolved
00099074	2/23/18	2/26/18	Captions	Other	Outage resolved
00099067	2/23/18	2/23/18	Captions	Not working/starting	Outage resolved
00099060	2/23/18	2/23/18	Captions	Not working/starting	Outage resolved
00099061	2/23/18	2/24/18	Captions	Not working/starting	Outage resolved
00099022	2/23/18	2/23/18	Captions	Not working/starting	Phone rebooted
00099035	2/23/18	2/23/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00099075	2/23/18	2/24/18	Captions	Not working/starting	Customer retraining provided
00099071	2/23/18	2/24/18	Captions	Not working/starting	Outage resolved
00099081	2/23/18	2/24/18	Captions	Not working/starting	Outage resolved
00099079	2/23/18	2/24/18	Captions	Not working/starting	Outage resolved
00099064	2/23/18	2/24/18	Captions	Not working/starting	Outage resolved
00099066	2/23/18	2/24/18	Captions	Not working/starting	Phone rebooted
00099070	2/23/18	2/28/18	Captions	Not working/starting	Phone rebooted
00099084	2/23/18	2/24/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00099018	2/23/18	3/27/18	Captions	Not working/starting	Outage resolved
00099038	2/23/18	2/24/18	Captions	Not working/starting	Phone rebooted
00098975	2/23/18	2/23/18	Captions	Not working/starting	Phone rebooted
00099069	2/23/18	2/24/18	Captions	Not working/starting	Phone rebooted
00099065	2/23/18	2/25/18	Captions	Not working/starting	Phone rebooted
00099063	2/23/18	2/24/18	Captions	Not working/starting	Outage resolved
00098991	2/23/18	2/23/18	Captions	Not working/starting	Phone rebooted
00099118	2/24/18	3/12/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00099122	2/24/18	2/24/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00099102	2/24/18	2/24/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00099130	2/24/18	2/26/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00099115	2/24/18	2/24/18	Captions	Not working/starting	Replace cable, handset, accessory
00099108	2/24/18	2/24/18	Captions	Not working/starting	Phone rebooted
00099126	2/24/18	2/26/18	Captions	Not working/starting	Phone rebooted
00099138	2/24/18	2/26/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00099129	2/24/18	2/24/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00099111	2/24/18	2/24/18	Captions	Not working/starting	Phone rebooted
00099142	2/25/18	2/27/18	Captions	Not working/starting	Phone rebooted
00099143	2/25/18	2/25/18	Captions	Not working/starting	Router/modem rebooted
00099148	2/25/18	2/25/18	Captions	Not working/starting	Phone rebooted
00099286	2/26/18	2/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00099301	2/26/18	2/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00099173	2/26/18	2/26/18	Caption Phone	Screen unresponsive	Customer retraining provided
00099288	2/26/18	3/2/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00099368	2/26/18	2/26/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00099356	2/26/18	2/26/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00099366	2/26/18	2/26/18	Caption Phone	Turns on and off	Phone rebooted
00099359	2/26/18	2/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00099180	2/26/18	2/26/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00099322	2/26/18	2/26/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00099274	2/26/18	3/14/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00099260	2/26/18	2/26/18	Captions	Not working/starting	Router/modem rebooted
00099193	2/26/18	2/26/18	Captions	Not working/starting	Router/modem rebooted
00099165	2/26/18	2/27/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00099318	2/26/18	2/26/18	Captions	Not working/starting	Phone rebooted
00099245	2/26/18	2/26/18	Captions	Not working/starting	Customer retraining provided
00099188	2/26/18	2/26/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00099289	2/26/18	2/26/18	Captions	Not working/starting	Ethernet cable reconnected
00099358	2/26/18	2/26/18	Captions	Not working/starting	Phone rebooted
00099181	2/26/18	2/26/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00099164	2/26/18	2/26/18	Captions	Not working/starting	Phone rebooted
00099362	2/26/18	2/26/18	Captions	Not accurate	Phone setting adjusted
00099415	2/27/18	2/27/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00099451	2/27/18	2/27/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00099426	2/27/18	3/5/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00099390	2/27/18	3/16/18	Caption Phone	Can't make and/or receive calls	No issue found
00099484	2/27/18	2/28/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00099491	2/27/18	2/27/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00099439	2/27/18	3/1/18	Caption Phone	Can't make and/or receive calls	No issue found
00099389	2/27/18	2/27/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00099558	2/27/18	3/2/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00099554	2/27/18	2/27/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00099418	2/27/18	2/27/18	Caption Phone	Turns on and off	Router/modem cable reconnected
00099534	2/27/18	2/27/18	Captions	Stopping during calls	Changed Customer Equipment setting
00099458	2/27/18	2/27/18	Captions	Not working/starting	No issue found
00099453	2/27/18	2/27/18	Captions	Not working/starting	Router/modem cable reconnected
00099393	2/27/18	2/27/18	Captions	Not working/starting	Phone rebooted
00099399	2/27/18	3/1/18	Captions	Not working/starting	Router/modem rebooted
00099392	2/27/18	3/5/18	Captions	Not working/starting	No issue found
00099437	2/27/18	2/27/18	Captions	Not working/starting	Replace cable, handset, accessory
00099573	2/28/18	3/1/18	Caption Phone	Answering machine isn't taking messages	Customer Owned Equipment Failure Identified issue, customer to follow up
00099583	2/28/18	2/28/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00099572	2/28/18	2/28/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00099617	2/28/18	2/28/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00099616	2/28/18	2/28/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00099727	2/28/18	2/28/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00099599	2/28/18	2/28/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00099694	2/28/18	2/28/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00099594	2/28/18	2/28/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00099630	2/28/18	2/28/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00099653	2/28/18	3/8/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00099722	2/28/18	3/1/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00099604	2/28/18	2/28/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00099563	2/28/18	2/28/18	Caption Phone	Can't make and/or receive calls	No issue found
00099730	2/28/18	2/28/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00099719	2/28/18	2/28/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00099733	2/28/18	2/28/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00099720	2/28/18	2/28/18	Caption Phone	Phone turns on and off by itself	Customer retraining provided
00099725	2/28/18	2/28/18	Captions	Not working/starting	Phone rebooted
00099590	2/28/18	3/19/18	Captions	Not working/starting	Phone rebooted
00099702	2/28/18	2/28/18	Captions	Not working/starting	Phone rebooted
00099718	2/28/18	2/28/18	Captions	Not working/starting	Phone rebooted
00099602	2/28/18	3/19/18	Captions	Not working/starting	Phone rebooted
00099659	2/28/18	2/28/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00099564	2/28/18	3/1/18	Captions	Not working/starting	No issue found
00099627	2/28/18	2/28/18	Captions	Not working/starting	Phone rebooted
00099606	2/28/18	3/5/18	Captions	Not working/starting	Phone rebooted
00099703	2/28/18	2/28/18	Captions	Not working/starting	Phone rebooted
00099737	2/28/18	3/7/18	Captions	Not working/starting	Router/modem rebooted
00099648	2/28/18	2/28/18	Captions	Not working/starting	Phone rebooted
00099588	2/28/18	3/27/18	Captions	Other	No issue found
00099622	2/28/18	2/28/18	Captions	Not working/starting	Phone rebooted
00099877	3/1/18	3/2/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00099761	3/1/18	3/1/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00099803	3/1/18	3/5/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00099827	3/1/18	3/20/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00099850	3/1/18	3/13/18	Caption Phone	Screen unresponsive	Phone rebooted
00099798	3/1/18	3/21/18	Caption Phone	Can't make and/or receive calls	No issue found
00099824	3/1/18	3/1/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00099745	3/1/18	3/1/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00099789	3/1/18	3/5/18	Caption Phone	Can't make and/or receive calls	No issue found



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ClearCaptions LLC,

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00099806	3/1/18	3/2/18	Caption Phone	Can't make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00099817	3/1/18	3/5/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00099774	3/1/18	3/12/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00099760	3/1/18	3/2/18	Caption Phone	Can't make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00099751	3/1/18	3/27/18	Captions	Not working/starting	No issue found
00099822	3/1/18	3/1/18	Captions	Not working/starting	Router/modem rebooted
00099847	3/1/18	3/5/18	Captions	Not working/starting	Router/modem rebooted
00099884	3/1/18	3/6/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00099794	3/1/18	3/2/18	Captions	Not working/starting	Phone rebooted
00099788	3/1/18	3/1/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00099878	3/1/18	3/1/18	Captions	Not working/starting	Ethernet cable reconnected
00099829	3/1/18	3/1/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00099970	3/2/18	3/7/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00099985	3/2/18	3/2/18	Caption Phone	Screen unresponsive	Phone rebooted
00099981	3/2/18	3/19/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00099982	3/2/18	3/3/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00099968	3/2/18	3/2/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00099964	3/2/18	3/2/18	Caption Phone	Turns on and off	Customer retraining provided
00099954	3/2/18	3/3/18	Caption Phone	Phone turns on and off by itself	No issue found
00099934	3/2/18	3/2/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00099901	3/2/18	3/2/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00099944	3/2/18	3/5/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00099961	3/2/18	3/2/18	Caption Phone	Screen unresponsive	Phone rebooted
00099991	3/2/18	3/2/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00099894	3/2/18	3/6/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00099963	3/2/18	3/13/18	Caption Phone	Answering machine won't play messages	No issue found
00099989	3/2/18	3/2/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00099939	3/2/18	3/2/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00099953	3/2/18	3/8/18	Captions	Not working/starting	No issue found
00099975	3/2/18	3/2/18	Captions	Not working/starting	Customer retraining provided
00099909	3/2/18	3/30/18	Captions	Not working/starting	No issue found
00099988	3/2/18	3/2/18	Captions	Not working/starting	Phone rebooted
00099936	3/2/18	3/7/18	Captions	Not working/starting	Phone rebooted
00099900	3/2/18	3/27/18	Captions	Not working/starting	No issue found
00099923	3/2/18	3/2/18	Captions	Not working/starting	Ethernet cable reconnected
00100041	3/3/18	3/3/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00100031	3/3/18	3/4/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00100012	3/3/18	3/3/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00100032	3/3/18	3/3/18	Caption Phone	Screen unresponsive	Customer retraining provided
00100015	3/3/18	3/3/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00100033	3/3/18	3/3/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00100010	3/3/18	3/3/18	Caption Phone	Can't make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00100040	3/3/18	3/3/18	Captions	Not working/starting	Phone rebooted
00100013	3/3/18	3/20/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00100209	3/5/18	3/5/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00100278	3/5/18	3/5/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00100142	3/5/18	3/21/18	Caption Phone	Turns on and off	Device relocated (wifi issue)
00100127	3/5/18	3/5/18	Caption Phone	Turns on and off	No issue found
00100215	3/5/18	3/5/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00100219	3/5/18	3/5/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00100217	3/5/18	3/5/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00100123	3/5/18	4/17/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00100159	3/5/18	3/5/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00100161	3/5/18	3/9/18	Caption Phone	Can't make and/or receive calls	No issue found
00100124	3/5/18	3/5/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00100233	3/5/18	3/5/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00100139	3/5/18	3/5/18	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00100105	3/5/18	3/5/18	Caption Phone	Can't make and/or receive calls	Customer refused assistance to resolve
00100228	3/5/18	3/19/18	Captions	Not working/starting	No issue found
00100287	3/5/18	3/6/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00100096	3/5/18	3/5/18	Captions	Not working/starting	Phone rebooted
00100273	3/5/18	4/2/18	Captions	Not working/starting	Phone rebooted
00100186	3/5/18	3/5/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00100232	3/5/18	3/30/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00100240	3/5/18	3/5/18	Captions	Not working/starting	Phone rebooted
00100216	3/5/18	3/5/18	Captions	Not working/starting	Customer retraining provided
00100214	3/5/18	3/5/18	Captions	Not working/starting	Customer retraining provided
00100137	3/5/18	3/22/18	Captions	Other	Phone rebooted
00100101	3/5/18	3/5/18	Captions	Not working/starting	Device relocated (wifi issue)
00100120	3/5/18	3/5/18	Captions	Not accurate	No issue found
00100251	3/5/18	3/5/18	Captions	Not working/starting	Router/modem rebooted
00100271	3/5/18	3/7/18	Captions	Not working/starting	Customer refused assistance to resolve
00100470	3/6/18	3/6/18	Caption Phone	Screen unresponsive	Customer retraining provided

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00100305	3/6/18	3/6/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00100491	3/6/18	3/6/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00100474	3/6/18	3/6/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00100372	3/6/18	3/6/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00100484	3/6/18	3/6/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00100288	3/6/18	3/6/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00100293	3/6/18	3/6/18	Caption Phone	Screen unresponsive	Customer retraining provided
00100379	3/6/18	3/22/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00100487	3/6/18	3/30/18	Caption Phone	Screen unresponsive	Phone rebooted
00100291	3/6/18	3/6/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00100386	3/6/18	3/7/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00100352	3/6/18	3/6/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00100361	3/6/18	4/10/18	Captions	Not working/starting	Phone rebooted
00100302	3/6/18	3/6/18	Captions	Not working/starting	Phone rebooted
00100423	3/6/18	3/7/18	Captions	Not working/starting	Phone rebooted
00100402	3/6/18	3/7/18	Captions	Not working/starting	Router/modem rebooted
00100464	3/6/18	4/29/18	Captions	Not working/starting	Router/modem rebooted
00100289	3/6/18	3/8/18	Captions	Not working/starting	Phone setting adjusted
00100414	3/6/18	3/6/18	Captions	Not working/starting	Phone rebooted
00100334	3/6/18	3/6/18	Captions	Not accurate	Caption issue escalated
00100480	3/6/18	3/6/18	Captions	Not working/starting	Router/modem rebooted
00100424	3/6/18	3/7/18	Captions	Not accurate	Customer retraining provided
00100409	3/6/18	3/6/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00100559	3/7/18	3/7/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00100561	3/7/18	3/7/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00100587	3/7/18	3/8/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00100670	3/7/18	3/27/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00100595	3/7/18	3/7/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00100521	3/7/18	3/14/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00100528	3/7/18	3/7/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00100524	3/7/18	3/12/18	Caption Phone	Can't make and/or receive calls	No issue found
00100533	3/7/18	3/7/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00100629	3/7/18	3/7/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00100678	3/7/18	3/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00100534	3/7/18	3/8/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00100525	3/7/18	3/7/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00100577	3/7/18	4/5/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00100615	3/7/18	3/27/18	Caption Phone	Screen unresponsive	Customer retraining provided
00100659	3/7/18	3/7/18	Caption Phone	Can't make and/or receive calls	No issue found
00100591	3/7/18	3/7/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00100592	3/7/18	3/7/18	Caption Phone	Can't make and/or receive calls	No issue found
00100543	3/7/18	3/7/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00100520	3/7/18	3/7/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00100582	3/7/18	3/8/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00100652	3/7/18	3/7/18	Caption Phone	Can't make and/or receive calls	No issue found
00100621	3/7/18	3/7/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00100556	3/7/18	3/7/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00100640	3/7/18	3/7/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00100651	3/7/18	3/7/18	Captions	Not working/starting	Phone rebooted
00100572	3/7/18	3/30/18	Captions	Not working/starting	Phone rebooted
00100661	3/7/18	3/7/18	Captions	Not accurate	Phone rebooted
00100567	3/7/18	3/8/18	Captions	Not working/starting	No issue found
00100668	3/7/18	3/7/18	Captions	Not working/starting	Phone rebooted
00100666	3/7/18	3/7/18	Captions	Not working/starting	Phone line reconnected, resolved
00100681	3/7/18	3/7/18	Captions	Not working/starting	Phone rebooted
00100585	3/7/18	3/7/18	Captions	Not working/starting	Phone rebooted
00100683	3/7/18	3/7/18	Captions	Not working/starting	No issue found
00100649	3/7/18	3/7/18	Captions	Not working/starting	Phone rebooted
00100843	3/8/18	3/21/18	Caption Phone	Answering machine won't play messages	Outage resolved
00100750	3/8/18	3/21/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00100751	3/8/18	3/30/18	Caption Phone	Answering machine won't play messages	Outage resolved
00100696	3/8/18	3/8/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00100814	3/8/18	3/30/18	Caption Phone	Answering machine won't play messages	No issue found
00100736	3/8/18	3/8/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00100698	3/8/18	3/13/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00100715	3/8/18	3/19/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00100776	3/8/18	3/8/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00100714	3/8/18	3/8/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00100848	3/8/18	3/14/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00100851	3/8/18	3/23/18	Caption Phone	Answering machine won't play messages	Router/modem rebooted
00100743	3/8/18	3/8/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00100778	3/8/18	3/22/18	Caption Phone	Answering machine won't play messages	Customer Owned Equipment Failure Identified issue, customer to follow up
00100802	3/8/18	3/19/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted

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00100937	3/8/18	3/26/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00100773	3/8/18	3/14/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00100718	3/8/18	3/19/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00100830	3/8/18	3/22/18	Captions	Not working/starting	Phone rebooted
00100865	3/8/18	3/20/18	Captions	Not working/starting	Phone rebooted
00100840	3/8/18	3/22/18	Captions	Not working/starting	Phone rebooted
00100766	3/8/18	3/19/18	Captions	Not working/starting	Outage resolved
00100927	3/8/18	3/30/18	Captions	Not working/starting	Outage resolved
00100816	3/8/18	4/3/18	Captions	Not working/starting	Outage resolved
00100729	3/8/18	3/19/18	Captions	Not working/starting	Phone rebooted
00100790	3/8/18	3/14/18	Captions	Not working/starting	Outage resolved
00100791	3/8/18	3/19/18	Captions	Not working/starting	Phone rebooted
00100833	3/8/18	3/29/18	Captions	Not working/starting	Outage resolved
00100881	3/8/18	3/14/18	Captions	Not working/starting	Outage resolved
00100812	3/8/18	3/22/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00100788	3/8/18	3/19/18	Captions	Not working/starting	No issue found
00100877	3/8/18	3/22/18	Captions	Not working/starting	Outage resolved
00100894	3/8/18	3/14/18	Captions	Not working/starting	Outage resolved
00100918	3/8/18	3/22/18	Captions	Not working/starting	Outage resolved
00100869	3/8/18	3/20/18	Captions	Not working/starting	Phone rebooted
00100913	3/8/18	4/2/18	Captions	Not working/starting	Phone rebooted
00100934	3/8/18	3/21/18	Captions	Not working/starting	Outage resolved
00100787	3/8/18	3/21/18	Captions	Not working/starting	Outage resolved
00100907	3/8/18	3/22/18	Captions	Other	Outage resolved
00100928	3/8/18	3/23/18	Captions	Not working/starting	Phone rebooted
00100883	3/8/18	3/22/18	Captions	Other	Outage resolved
00100874	3/8/18	3/22/18	Captions	Not working/starting	Outage resolved
00100873	3/8/18	3/14/18	Captions	Not working/starting	Outage resolved
00100837	3/8/18	3/19/18	Captions	Other	Outage resolved
00100740	3/8/18	4/4/18	Captions	Not working/starting	Outage resolved
00100905	3/8/18	3/20/18	Captions	Not working/starting	Phone rebooted
00100712	3/8/18	3/8/18	Captions	Not working/starting	No issue found
00100914	3/8/18	3/12/18	Captions	Not working/starting	No issue found
00100898	3/8/18	3/20/18	Captions	Not working/starting	Outage resolved
00100815	3/8/18	4/2/18	Captions	Not working/starting	Phone rebooted
00100800	3/8/18	3/28/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00100847	3/8/18	4/4/18	Captions	Not working/starting	Outage resolved
00100886	3/8/18	3/14/18	Captions	Not working/starting	Outage resolved
00100859	3/8/18	3/20/18	Captions	Not working/starting	Phone rebooted
00100819	3/8/18	4/4/18	Captions	Not working/starting	Outage resolved
00100849	3/8/18	3/28/18	Captions	Not working/starting	Outage resolved
00100846	3/8/18	3/19/18	Captions	Not working/starting	No issue found
00100817	3/8/18	3/20/18	Captions	Not working/starting	Outage resolved
00100783	3/8/18	3/26/18	Captions	Not working/starting	Phone rebooted
00100763	3/8/18	3/8/18	Captions	Not working/starting	Phone rebooted
00100899	3/8/18	3/21/18	Captions	Not working/starting	Phone rebooted
00100796	3/8/18	3/8/18	Captions	Not working/starting	Router/modem rebooted
00100863	3/8/18	3/27/18	Captions	Not working/starting	Phone rebooted
00100813	3/8/18	3/19/18	Captions	Not working/starting	No issue found
00100741	3/8/18	3/8/18	Captions	Not working/starting	Phone rebooted
00100941	3/8/18	3/27/18	Captions	Not working/starting	Phone rebooted
00100854	3/8/18	3/14/18	Captions	Not working/starting	Outage resolved
00100719	3/8/18	3/14/18	Captions	Not working/starting	Phone rebooted
00100709	3/8/18	3/28/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00100824	3/8/18	3/21/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00100895	3/8/18	3/20/18	Captions	Not working/starting	Outage resolved
00100855	3/8/18	3/22/18	Captions	Not working/starting	No issue found
00100867	3/8/18	3/22/18	Captions	Not working/starting	No issue found
00100924	3/8/18	3/21/18	Captions	Not working/starting	Outage resolved
00100870	3/8/18	3/19/18	Captions	Not working/starting	No issue found
00100908	3/8/18	3/20/18	Captions	Not working/starting	Phone rebooted
00100839	3/8/18	3/21/18	Captions	Not working/starting	Outage resolved
00100806	3/8/18	3/14/18	Captions	Not working/starting	Phone setting adjusted
00100871	3/8/18	3/20/18	Captions	Not working/starting	Outage resolved
00100923	3/8/18	4/2/18	Captions	Not working/starting	Phone rebooted
00100739	3/8/18	3/15/18	Captions	Not working/starting	No issue found
00100872	3/8/18	3/19/18	Captions	Not working/starting	No issue found
00100857	3/8/18	3/14/18	Captions	Not working/starting	Outage resolved
00100900	3/8/18	3/23/18	Captions	Not working/starting	Outage resolved
00100732	3/8/18	3/27/18	Captions	Not working/starting	No issue found
00100891	3/8/18	3/21/18	Captions	Not working/starting	Outage resolved
00100906	3/8/18	3/14/18	Captions	Not working/starting	Outage resolved
00100892	3/8/18	3/23/18	Captions	Not working/starting	Outage resolved

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00100832	3/8/18	3/20/18	Captions	Not working/starting	Phone rebooted
00100803	3/8/18	4/2/18	Captions	Not working/starting	Outage resolved
00100889	3/8/18	3/21/18	Captions	Not working/starting	Phone rebooted
00100836	3/8/18	3/20/18	Captions	Not working/starting	Outage resolved
00100804	3/8/18	3/20/18	Captions	Not working/starting	Outage resolved
00100852	3/8/18	4/2/18	Captions	Not working/starting	Phone rebooted
00100942	3/8/18	3/21/18	Captions	Not working/starting	Outage resolved
00100917	3/8/18	3/21/18	Captions	Not working/starting	Outage resolved
00100903	3/8/18	3/22/18	Captions	Not working/starting	Outage resolved
00100753	3/8/18	3/21/18	Captions	Not working/starting	Outage resolved
00100939	3/8/18	4/2/18	Captions	Not working/starting	Phone rebooted
00100726	3/8/18	3/8/18	Captions	Not working/starting	Phone setting adjusted
00100943	3/8/18	4/4/18	Captions	Not working/starting	Phone rebooted
00100757	3/8/18	3/21/18	Captions	Not working/starting	Outage resolved
00100916	3/8/18	3/21/18	Captions	Not working/starting	Phone rebooted
00100738	3/8/18	3/12/18	Captions	Not working/starting	Outage resolved
00100902	3/8/18	3/22/18	Captions	Not working/starting	Outage resolved
00100882	3/8/18	3/20/18	Captions	Not working/starting	Phone rebooted
00100901	3/8/18	3/19/18	Captions	Not working/starting	No issue found
00100938	3/8/18	4/12/18	Captions	Not working/starting	Phone rebooted
00100825	3/8/18	3/14/18	Captions	Not working/starting	Outage resolved
00100786	3/8/18	3/14/18	Captions	Not working/starting	Outage resolved
00100887	3/8/18	3/26/18	Captions	Not working/starting	Phone rebooted
00100866	3/8/18	3/31/18	Captions	Not working/starting	Phone rebooted
00100940	3/8/18	3/21/18	Captions	Not working/starting	Outage resolved
00100827	3/8/18	3/21/18	Captions	Not working/starting	No issue found
00100926	3/8/18	3/26/18	Captions	Not working/starting	Phone rebooted
00100860	3/8/18	3/19/18	Captions	Not working/starting	No issue found
00100868	3/8/18	3/20/18	Captions	Not working/starting	Outage resolved
00100915	3/8/18	3/23/18	Captions	Not working/starting	Outage resolved
00100876	3/8/18	3/19/18	Captions	Not working/starting	No issue found
00100910	3/8/18	3/26/18	Captions	Not working/starting	Phone rebooted
00100885	3/8/18	3/21/18	Captions	Not working/starting	Outage resolved
00100879	3/8/18	3/20/18	Captions	Not working/starting	No issue found
00100888	3/8/18	3/21/18	Captions	Not working/starting	Outage resolved
00100754	3/8/18	3/19/18	Captions	Not working/starting	Phone rebooted
00100807	3/8/18	5/29/18	Captions	Not working/starting	Changed customer equipment setting
00101106	3/9/18	3/9/18	Caption Phone	Answering machine won't play messages	No issue found
00101147	3/9/18	3/9/18	Caption Phone	Screen unresponsive	Phone setting adjusted
00100997	3/9/18	3/12/18	Caption Phone	Answering machine won't play messages	No issue found
00101002	3/9/18	4/2/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00101196	3/9/18	3/21/18	Caption Phone	Can't make and/or receive calls	Customer refused assistance to resolve
00101207	3/9/18	3/12/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00101125	3/9/18	3/30/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00101096	3/9/18	3/9/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00101194	3/9/18	3/22/18	Caption Phone	Can't make and/or receive calls	No issue found
00101156	3/9/18	3/22/18	Caption Phone	Phone turns on and off by itself	Phone rebooted
00101199	3/9/18	3/26/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00101179	3/9/18	3/26/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00101175	3/9/18	3/9/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00101172	3/9/18	3/26/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00101155	3/9/18	3/26/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00101154	3/9/18	3/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00101134	3/9/18	3/13/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00101127	3/9/18	3/26/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00101123	3/9/18	3/26/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00101120	3/9/18	3/26/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00101109	3/9/18	3/26/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00101074	3/9/18	3/26/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00101062	3/9/18	3/19/18	Caption Phone	Answering machine won't play messages	Outage resolved
00101024	3/9/18	3/9/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00101216	3/9/18	3/9/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00101003	3/9/18	3/19/18	Captions	Not working/starting	Outage resolved
00101019	3/9/18	3/19/18	Captions	Not working/starting	No issue found
00101018	3/9/18	3/19/18	Captions	Not working/starting	In home service call appointment created
00100956	3/9/18	3/20/18	Captions	Not working/starting	No issue found
00101124	3/9/18	3/30/18	Captions	Not working/starting	Outage resolved
00101122	3/9/18	3/30/18	Captions	Not working/starting	Outage resolved
00101197	3/9/18	3/30/18	Captions	Not working/starting	Outage resolved
00101067	3/9/18	3/22/18	Captions	Not working/starting	Outage resolved
00101000	3/9/18	3/19/18	Captions	Not working/starting	Caption Issue escalated
00101192	3/9/18	3/21/18	Captions	Not working/starting	Outage resolved
00101063	3/9/18	3/22/18	Captions	Not working/starting	Outage resolved

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00101080	3/9/18	3/29/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00101148	3/9/18	3/28/18	Captions	Not working/starting	Phone rebooted
00101193	3/9/18	3/31/18	Captions	Not working/starting	Phone rebooted
00101140	3/9/18	3/19/18	Captions	Not working/starting	No issue found
00101068	3/9/18	4/3/18	Captions	Not working/starting	Unable to contact customer to resolve
00101056	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00101055	3/9/18	3/27/18	Captions	Not working/starting	Outage resolved
00101010	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00100984	3/9/18	3/23/18	Captions	Not working/starting	No issue found
00100978	3/9/18	3/27/18	Captions	Not working/starting	In home service call appointment created
00101061	3/9/18	3/22/18	Captions	Not working/starting	Outage resolved
00101167	3/9/18	3/27/18	Captions	Not working/starting	In home service call appointment created
00100970	3/9/18	4/2/18	Captions	Not working/starting	No issue found
00100964	3/9/18	3/20/18	Captions	Not working/starting	In home service call appointment created
00101158	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00101137	3/9/18	3/20/18	Captions	Not working/starting	In home service call appointment created
00101071	3/9/18	4/2/18	Captions	Not working/starting	Phone rebooted
00101182	3/9/18	3/20/18	Captions	Not working/starting	In home service call appointment created
00100981	3/9/18	3/26/18	Captions	Not working/starting	No issue found
00101085	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00100953	3/9/18	3/19/18	Captions	Not working/starting	Phone rebooted
00101022	3/9/18	3/20/18	Captions	Not working/starting	In home service call appointment created
00101094	3/9/18	3/30/18	Captions	Not working/starting	In home service call appointment created
00100975	3/9/18	3/29/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00101184	3/9/18	3/31/18	Captions	Not working/starting	No issue found
00101027	3/9/18	3/9/18	Captions	Not working/starting	No issue found
00100960	3/9/18	4/3/18	Captions	Not working/starting	Outage resolved
00101170	3/9/18	3/20/18	Captions	Not working/starting	Phone rebooted
00100962	3/9/18	3/29/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00101131	3/9/18	3/20/18	Captions	Not working/starting	No issue found
00100961	3/9/18	3/16/18	Captions	Not working/starting	No issue found
00101132	3/9/18	3/19/18	Captions	Not working/starting	Outage resolved
00101115	3/9/18	3/27/18	Captions	Not working/starting	In home service call appointment created
00101178	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00101072	3/9/18	3/22/18	Captions	Not working/starting	Outage resolved
00101014	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00101121	3/9/18	3/20/18	Captions	Not working/starting	Outage resolved
00101069	3/9/18	3/27/18	Captions	Not working/starting	Outage resolved
00101078	3/9/18	3/9/18	Captions	Not working/starting	Phone rebooted
00100971	3/9/18	4/5/18	Captions	Not working/starting	Outage resolved
00100957	3/9/18	3/17/18	Captions	Other	In home service call appointment created
00100972	3/9/18	3/12/18	Captions	Not working/starting	No issue found
00100990	3/9/18	3/21/18	Captions	Not working/starting	Outage resolved
00101031	3/9/18	3/12/18	Captions	Not working/starting	No issue found
00100980	3/9/18	3/20/18	Captions	Not working/starting	Outage resolved
00101076	3/9/18	3/31/18	Captions	Not working/starting	In home service call appointment created
00101202	3/9/18	3/12/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00101153	3/9/18	3/22/18	Captions	Not working/starting	Outage resolved
00101135	3/9/18	3/11/18	Captions	Not working/starting	No issue found
00101144	3/9/18	3/29/18	Captions	Not working/starting	Outage resolved
00101177	3/9/18	3/23/18	Captions	Not working/starting	No issue found
00101029	3/9/18	3/19/18	Captions	Not working/starting	In home service call appointment created
00101149	3/9/18	3/27/18	Captions	Not working/starting	No issue found
00101054	3/9/18	3/22/18	Captions	Not working/starting	Outage resolved
00101081	3/9/18	3/30/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00101168	3/9/18	3/26/18	Captions	Not working/starting	In home service call appointment created
00101066	3/9/18	3/28/18	Captions	Not working/starting	Outage resolved
00100993	3/9/18	3/30/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00101190	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00101025	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00101152	3/9/18	3/30/18	Captions	Not working/starting	Router/modem rebooted
00101126	3/9/18	3/30/18	Captions	Stopping during calls	Wifi reconnected (no reboot required)
00101183	3/9/18	3/19/18	Captions	Not working/starting	In home service call appointment created
00101219	3/9/18	4/2/18	Captions	Not working/starting	Phone rebooted
00100991	3/9/18	3/19/18	Captions	Not working/starting	No issue found
00101023	3/9/18	4/3/18	Captions	Not working/starting	Outage resolved
00101128	3/9/18	3/22/18	Captions	Not working/starting	Outage resolved
00101169	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00100974	3/9/18	3/29/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00101146	3/9/18	3/12/18	Captions	Not working/starting	No issue found
00101005	3/9/18	3/23/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00101111	3/9/18	3/20/18	Captions	Not working/starting	No issue found
00101064	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00100969	3/9/18	3/19/18	Captions	Not working/starting	In home service call appointment created
00101130	3/9/18	3/30/18	Captions	Not working/starting	Outage resolved
00101185	3/9/18	3/30/18	Captions	Not working/starting	Outage resolved
00101051	3/9/18	4/2/18	Captions	Not working/starting	Outage resolved
00100986	3/9/18	3/29/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00101200	3/9/18	3/20/18	Captions	Not working/starting	Phone rebooted
00100963	3/9/18	3/19/18	Captions	Not working/starting	In home service call appointment created
00101009	3/9/18	3/21/18	Captions	Not working/starting	Outage resolved
00101139	3/9/18	3/20/18	Captions	Not working/starting	Outage resolved
00101035	3/9/18	3/21/18	Captions	Not working/starting	Outage resolved
00101151	3/9/18	3/22/18	Captions	Not working/starting	Outage resolved
00101079	3/9/18	3/22/18	Captions	Not working/starting	Outage resolved
00101112	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00101198	3/9/18	3/31/18	Captions	Not working/starting	Phone rebooted
00101103	3/9/18	3/22/18	Captions	Not working/starting	Outage resolved
00101042	3/9/18	3/20/18	Captions	Not working/starting	In home service call appointment created
00101075	3/9/18	3/29/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00101187	3/9/18	4/4/18	Captions	Not working/starting	Outage resolved
00101180	3/9/18	3/30/18	Captions	Not working/starting	In home service call appointment created
00101043	3/9/18	3/22/18	Captions	Not working/starting	Outage resolved
00101073	3/9/18	4/19/18	Captions	Not working/starting	Phone rebooted
00101060	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00101013	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00100994	3/9/18	3/14/18	Captions	Not working/starting	No issue found
00101136	3/9/18	3/21/18	Captions	Not working/starting	Outage resolved
00100996	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00101030	3/9/18	3/20/18	Captions	Not working/starting	In home service call appointment created
00101143	3/9/18	3/20/18	Captions	Not working/starting	No issue found
00101181	3/9/18	3/11/18	Captions	Not working/starting	No issue found
00101104	3/9/18	3/20/18	Captions	Not working/starting	In home service call appointment created
00101100	3/9/18	4/4/18	Captions	Not working/starting	Outage resolved
00101191	3/9/18	3/23/18	Captions	Not working/starting	No issue found
00100967	3/9/18	3/14/18	Captions	Not working/starting	No issue found
00100958	3/9/18	3/23/18	Captions	Not working/starting	Outage resolved
00101173	3/9/18	3/26/18	Captions	Not working/starting	In home service call appointment created
00101188	3/9/18	3/31/18	Captions	Not working/starting	Phone rebooted
00101145	3/9/18	3/26/18	Captions	Not working/starting	Outage resolved
00101269	3/10/18	3/31/18	Caption Phone	Is stuck on the boot up screen	Phone rebooted
00101225	3/10/18	3/26/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00101259	3/10/18	3/10/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00101252	3/10/18	3/10/18	Caption Phone	Can't make and/or receive calls	No issue found
00101236	3/10/18	3/10/18	Captions	Not working/starting	Router/modem rebooted
00101278	3/10/18	3/22/18	Captions	Not working/starting	No issue found
00101243	3/10/18	3/10/18	Captions	Other	Customer retraining provided
00101275	3/10/18	3/14/18	Captions	Not working/starting	No issue found
00101263	3/10/18	3/21/18	Captions	Not working/starting	Outage resolved
00101229	3/10/18	3/12/18	Captions	Not working/starting	Outage resolved
00101222	3/10/18	3/23/18	Captions	Not working/starting	No issue found
00101221	3/10/18	3/22/18	Captions	Not working/starting	No issue found
00101257	3/10/18	3/17/18	Captions	Not working/starting	Outage resolved
00101261	3/10/18	3/20/18	Captions	Not working/starting	No issue found
00101307	3/11/18	3/11/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00101295	3/11/18	3/21/18	Captions	Not working/starting	No issue found
00101306	3/11/18	3/20/18	Captions	Not working/starting	No issue found
00101367	3/12/18	3/14/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00101509	3/12/18	3/21/18	Caption Phone	Screen unresponsive	Phone rebooted
00101340	3/12/18	3/12/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00101362	3/12/18	3/12/18	Caption Phone	Answering machine isn't taking messages	No issue found
00101331	3/12/18	3/12/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00101547	3/12/18	3/12/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00101337	3/12/18	3/22/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00101478	3/12/18	3/13/18	Caption Phone	Answering machine isn't taking messages	Wifi reconnected (no reboot required)
00101537	3/12/18	3/12/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00101352	3/12/18	3/20/18	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected
00101498	3/12/18	3/12/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00101539	3/12/18	3/29/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00101429	3/12/18	3/16/18	Caption Phone	Answering machine won't play messages	No issue found
00101380	3/12/18	3/19/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00101550	3/12/18	3/27/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00101370	3/12/18	3/12/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00101486	3/12/18	3/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00101328	3/12/18	3/12/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00101344	3/12/18	4/4/18	Captions	Not working/starting	No issue found

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00101317	3/12/18	3/12/18	Captions	Not working/starting	Router/modem rebooted
00101386	3/12/18	3/27/18	Captions	Not working/starting	No issue found
00101397	3/12/18	3/20/18	Captions	Not working/starting	No issue found
00101551	3/12/18	4/2/18	Captions	Not working/starting	Phone rebooted
00101420	3/12/18	3/27/18	Captions	Not working/starting	No issue found
00101507	3/12/18	3/27/18	Captions	Not working/starting	Outage resolved
00101412	3/12/18	3/22/18	Captions	Not working/starting	Outage resolved
00101504	3/12/18	3/19/18	Captions	Not working/starting	No issue found
00101425	3/12/18	3/12/18	Captions	Not working/starting	Phone rebooted
00101434	3/12/18	3/27/18	Captions	Not working/starting	No issue found
00101459	3/12/18	3/12/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00101495	3/12/18	3/12/18	Captions	Not working/starting	Phone rebooted
00101390	3/12/18	3/24/18	Captions	Not working/starting	Outage resolved
00101354	3/12/18	3/29/18	Captions	Not working/starting	No issue found
00101383	3/12/18	3/20/18	Captions	Not working/starting	No issue found
00101382	3/12/18	3/19/18	Captions	Not working/starting	No issue found
00101484	3/12/18	3/28/18	Captions	Not working/starting	No issue found
00101526	3/12/18	3/16/18	Captions	Not working/starting	Wifi password recovered
00101353	3/12/18	3/21/18	Captions	Not working/starting	No issue found
00101491	3/12/18	3/12/18	Captions	Not working/starting	Phone rebooted
00101440	3/12/18	3/22/18	Captions	Not working/starting	No issue found
00101489	3/12/18	3/31/18	Captions	Not working/starting	In home service call appointment created
00101448	3/12/18	3/14/18	Captions	Not working/starting	Outage resolved
00101454	3/12/18	3/28/18	Captions	Not working/starting	No issue found
00101320	3/12/18	3/12/18	Captions	Not working/starting	No issue found
00101456	3/12/18	4/2/18	Captions	Not working/starting	Outage resolved
00101426	3/12/18	3/22/18	Captions	Not working/starting	Outage resolved
00101399	3/12/18	3/12/18	Captions	Not working/starting	Outage resolved
00101405	3/12/18	3/24/18	Captions	Not working/starting	No issue found
00101312	3/12/18	3/12/18	Captions	Not working/starting	Router/modem rebooted
00101458	3/12/18	3/24/18	Captions	Not working/starting	Outage resolved
00101388	3/12/18	3/13/18	Captions	Not working/starting	No issue found
00101404	3/12/18	3/27/18	Captions	Not working/starting	No issue found
00101391	3/12/18	3/22/18	Captions	Not working/starting	No issue found
00101533	3/12/18	3/20/18	Captions	Not working/starting	No issue found
00101432	3/12/18	3/27/18	Captions	Not working/starting	Outage resolved
00101424	3/12/18	3/12/18	Captions	Not working/starting	No issue found
00101536	3/12/18	4/2/18	Captions	Not working/starting	Outage resolved
00101687	3/13/18	3/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00101733	3/13/18	3/13/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00101693	3/13/18	3/13/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00101615	3/13/18	3/13/18	Caption Phone	Is stuck on the boot up screen	Phone rebooted
00101585	3/13/18	3/13/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00101609	3/13/18	4/6/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00101588	3/13/18	3/13/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00101594	3/13/18	3/13/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00101556	3/13/18	3/13/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00101622	3/13/18	3/13/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00101637	3/13/18	3/19/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00101694	3/13/18	3/13/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00101685	3/13/18	3/13/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00101701	3/13/18	3/13/18	Captions	Not working/starting	Phone rebooted
00101643	3/13/18	3/20/18	Captions	Not working/starting	No issue found
00101600	3/13/18	3/15/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00101620	3/13/18	3/13/18	Captions	Not working/starting	Phone rebooted
00101565	3/13/18	3/13/18	Captions	Not working/starting	Phone rebooted
00101670	3/13/18	3/23/18	Captions	Not working/starting	Outage resolved
00101669	3/13/18	3/28/18	Captions	Not working/starting	In home service call appointment created
00101619	3/13/18	3/31/18	Captions	Not working/starting	In home service call appointment created
00101589	3/13/18	3/19/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00101672	3/13/18	3/20/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00101613	3/13/18	3/20/18	Captions	Not working/starting	No issue found
00101581	3/13/18	3/13/18	Captions	Stopping during calls	Customer retraining provided
00101559	3/13/18	3/25/18	Captions	Not working/starting	No issue found
00101628	3/13/18	4/2/18	Captions	Not working/starting	In home service call appointment created
00101909	3/14/18	5/8/18	Caption Phone	Can't make and/or receive calls	No issue found
00101903	3/14/18	3/14/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00101804	3/14/18	3/14/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00101950	3/14/18	3/22/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00101939	3/14/18	4/2/18	Caption Phone	Caller ID not working	Customer retraining provided
00101940	3/14/18	4/4/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00101887	3/14/18	4/2/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00101777	3/14/18	3/16/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)



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00101943	3/14/18	3/21/18	Caption Phone	Can?t make and/or receive calls	Wifi reconnected (no reboot required)
00101763	3/14/18	3/14/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00101869	3/14/18	3/14/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00101780	3/14/18	4/2/18	Caption Phone	Can?t make and/or receive calls	Replace cable, handset, accessory
00101749	3/14/18	4/10/18	Caption Phone	Can?t make and/or receive calls	No issue found
00101867	3/14/18	3/14/18	Caption Phone	Answering machine won?t play messages	Phone setting adjusted
00101890	3/14/18	3/14/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00101933	3/14/18	3/15/18	Caption Phone	Can?t make and/or receive calls	Outage resolved
00101886	3/14/18	3/19/18	Caption Phone	Can??t make and/or receive calls	Router/modem rebooted
00101767	3/14/18	3/14/18	Captions	Not working/starting	No issue found
00101817	3/14/18	3/14/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00101811	3/14/18	3/14/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00101872	3/14/18	4/10/18	Captions	Not working/starting	Environmental issue resolved
00101924	3/14/18	3/23/18	Captions	Not working/starting	Phone rebooted
00101835	3/14/18	3/14/18	Captions	Not working/starting	Phone rebooted
00101818	3/14/18	3/14/18	Captions	Other	Customer retraining provided
00101823	3/14/18	4/9/18	Captions	Not working/starting	Phone setting adjusted
00102164	3/15/18	3/28/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00102138	3/15/18	4/4/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00102163	3/15/18	3/15/18	Caption Phone	Caller ID not working	Customer retraining provided
00102005	3/15/18	4/3/18	Caption Phone	Answering machine won??t play messages	No issue found
00102145	3/15/18	4/4/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00102016	3/15/18	3/22/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00102081	3/15/18	3/30/18	Caption Phone	Turns on and off	Unable to contact customer to resolve
00102113	3/15/18	3/16/18	Caption Phone	Answering machine won?t play messages	No issue found
00102026	3/15/18	3/15/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00102104	3/15/18	3/15/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00102050	3/15/18	3/15/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00102021	3/15/18	3/15/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00102062	3/15/18	3/15/18	Caption Phone	Screen unresponsive	Customer retraining provided
00102091	3/15/18	3/15/18	Caption Phone	Can?t make and/or receive calls	No issue found
00102058	3/15/18	3/15/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00102162	3/15/18	3/15/18	Caption Phone	Can?t make and/or receive calls	Phone setting adjusted
00102125	3/15/18	4/3/18	Caption Phone	Can?t make and/or receive calls	Replace cable, handset, accessory
00102071	3/15/18	3/26/18	Caption Phone	Screen unresponsive	Phone rebooted
00102066	3/15/18	3/15/18	Captions	Not working/starting	No issue found
00102128	3/15/18	3/15/18	Captions	Not working/starting	In home service call appointment created
00102133	3/15/18	3/15/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00102053	3/15/18	3/15/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00102110	3/15/18	4/11/18	Captions	Not accurate	Customer retraining provided
00102165	3/15/18	3/31/18	Captions	Not working/starting	Phone rebooted
00101992	3/15/18	3/22/18	Captions	Not working/starting	Phone rebooted
00102028	3/15/18	3/19/18	Captions	Not working/starting	No issue found
00101991	3/15/18	3/20/18	Captions	Not working/starting	Phone rebooted
00102029	3/15/18	4/2/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00102321	3/16/18	3/16/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00102241	3/16/18	3/16/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00102344	3/16/18	4/4/18	Caption Phone	Screen unresponsive	Phone rebooted
00102332	3/16/18	3/16/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00102217	3/16/18	4/12/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00102203	3/16/18	3/16/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00102336	3/16/18	3/16/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00102343	3/16/18	3/16/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00102254	3/16/18	3/17/18	Caption Phone	Can?t make and/or receive calls	Environmental issue resolved
00102281	3/16/18	3/16/18	Caption Phone	Can??t make and/or receive calls	Wifi reconnected (no reboot required)
00102222	3/16/18	3/22/18	Caption Phone	Screen unresponsive	Phone rebooted
00102196	3/16/18	3/16/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00102308	3/16/18	3/22/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00102252	3/16/18	3/16/18	Captions	Not working/starting	Router/modem rebooted
00102232	3/16/18	4/4/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00102212	3/16/18	3/21/18	Captions	Not working/starting	Outage resolved
00102268	3/16/18	3/21/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00102205	3/16/18	3/21/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00102178	3/16/18	3/16/18	Captions	Not working/starting	Phone rebooted
00102277	3/16/18	3/19/18	Captions	Not working/starting	Phone rebooted
00102242	3/16/18	3/26/18	Captions	Not working/starting	In home service call appointment created
00102314	3/16/18	3/31/18	Captions	Not working/starting	In home service call appointment created
00102295	3/16/18	5/17/18	Captions	Not working/starting	Phone rebooted
00102406	3/17/18	3/17/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00102396	3/17/18	3/27/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00102391	3/17/18	3/17/18	Caption Phone	Can??t make and/or receive calls	Environmental issue resolved
00102377	3/17/18	3/17/18	Caption Phone	Answering machine isn?t taking messages	Customer refused assistance to resolve
00102384	3/17/18	3/17/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00102362	3/17/18	3/17/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00102415	3/17/18	3/17/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00102393	3/17/18	3/20/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00102419	3/17/18	3/20/18	Captions	Not working/starting	Phone rebooted
00102425	3/18/18	3/28/18	Caption Phone	Screen unresponsive	Replace cable, handset, accessory
00102429	3/18/18	3/18/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00102421	3/18/18	4/17/18	Captions	Not working/starting	Unable to contact customer to resolve
00102520	3/19/18	3/19/18	Caption Phone	Caller ID not working	Customer retraining provided
00102604	3/19/18	4/3/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00102459	3/19/18	3/19/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00102524	3/19/18	3/19/18	Caption Phone	Answering machine won't play messages	Outage resolved
00102578	3/19/18	3/19/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00102486	3/19/18	3/19/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00102499	3/19/18	3/21/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00102548	3/19/18	3/19/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00102483	3/19/18	3/19/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00102526	3/19/18	4/10/18	Caption Phone	Phone turns on and off by itself	Phone rebooted
00102571	3/19/18	3/19/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00102585	3/19/18	3/19/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00102634	3/19/18	3/19/18	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00102654	3/19/18	3/26/18	Captions	Not working/starting	Phone rebooted
00102498	3/19/18	3/30/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00102512	3/19/18	4/4/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00102516	3/19/18	4/12/18	Captions	Not working/starting	Unable to contact customer to resolve
00102437	3/19/18	3/20/18	Captions	Stopping during calls	No issue found
00102651	3/19/18	3/19/18	Captions	Not working/starting	Phone rebooted
00102588	3/19/18	3/19/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00102528	3/19/18	3/20/18	Captions	Not working/starting	Phone rebooted
00102598	3/19/18	3/20/18	Captions	Not working/starting	No issue found
00102556	3/19/18	3/20/18	Captions	Not working/starting	No issue found
00102639	3/19/18	3/19/18	Captions	Not working/starting	Router/modem rebooted
00102682	3/20/18	3/20/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00102723	3/20/18	3/30/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00102713	3/20/18	3/20/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00102812	3/20/18	3/29/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00102821	3/20/18	3/20/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00102818	3/20/18	3/22/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00102724	3/20/18	3/20/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00102677	3/20/18	3/20/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00102741	3/20/18	3/20/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00102718	3/20/18	3/20/18	Captions	Not working/starting	Router/modem rebooted
00102808	3/20/18	3/20/18	Captions	Not working/starting	Phone rebooted
00102773	3/20/18	3/20/18	Captions	Not working/starting	Replace cable, handset, accessory
00102757	3/20/18	3/20/18	Captions	Not working/starting	Phone rebooted
00102717	3/20/18	4/2/18	Captions	Not working/starting	Phone rebooted
00102687	3/20/18	3/21/18	Captions	Not working/starting	No issue found
00102731	3/20/18	3/20/18	Captions	Not working/starting	Replace cable, handset, accessory
00102780	3/20/18	3/20/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00102710	3/20/18	3/20/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00102725	3/20/18	4/16/18	Captions	Not working/starting	No issue found
00102762	3/20/18	3/20/18	Captions	Not working/starting	No issue found
00102737	3/20/18	3/20/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00102840	3/21/18	3/21/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00102978	3/21/18	3/21/18	Caption Phone	Answering machine isn't taking messages	No issue found
00102966	3/21/18	3/21/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00103008	3/21/18	4/10/18	Caption Phone	Answering machine won't play messages	Replace cable, handset, accessory
00102867	3/21/18	3/31/18	Caption Phone	Answering machine won't play messages	Router/modem rebooted
00102863	3/21/18	3/21/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00102925	3/21/18	3/21/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00102924	3/21/18	3/21/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00102992	3/21/18	3/21/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00102941	3/21/18	3/21/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00102908	3/21/18	3/23/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00102932	3/21/18	3/21/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00102838	3/21/18	3/21/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00102851	3/21/18	3/21/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00102896	3/21/18	3/21/18	Caption Phone	Answering machine isn't taking messages	Customer refused assistance to resolve
00102914	3/21/18	3/21/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00102968	3/21/18	4/4/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00102960	3/21/18	3/22/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00102974	3/21/18	3/21/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00102965	3/21/18	3/21/18	Captions	Not accurate	Customer retraining provided
00102977	3/21/18	3/21/18	Captions	Not working/starting	No issue found

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00102915	3/21/18	3/21/18	Captions	Not working/starting	Router/modem rebooted
00102880	3/21/18	3/21/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00102830	3/21/18	3/21/18	Captions	Not working/starting	Phone rebooted
00102980	3/21/18	3/21/18	Captions	Not working/starting	Customer retraining provided
00102994	3/21/18	4/3/18	Captions	Not working/starting	Phone rebooted
00102967	3/21/18	3/30/18	Captions	Not working/starting	Phone rebooted
00102862	3/21/18	4/21/18	Captions	Stopping during calls	ISP/Telco service issue, customer to follow up
00102871	3/21/18	3/21/18	Captions	Not working/starting	Customer retraining provided
00103168	3/22/18	3/22/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00103040	3/22/18	3/22/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00103068	3/22/18	3/22/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00103095	3/22/18	3/22/18	Caption Phone	Can't make and/or receive calls	No issue found
00103125	3/22/18	3/22/18	Caption Phone	Answering machine isn't taking messages	Customer Owned Equipment Failure Identified issue, customer to follow up
00103036	3/22/18	4/25/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00103173	3/22/18	3/22/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00103055	3/22/18	3/22/18	Caption Phone	Screen unresponsive	Phone rebooted
00103066	3/22/18	3/22/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00103073	3/22/18	3/22/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00103096	3/22/18	3/22/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00103058	3/22/18	4/4/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00103155	3/22/18	3/22/18	Captions	Not working/starting	Phone rebooted
00103089	3/22/18	3/22/18	Captions	Not working/starting	Phone setting adjusted
00103132	3/22/18	3/22/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00103072	3/22/18	3/22/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00103124	3/22/18	3/22/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00103178	3/22/18	4/10/18	Captions	Not working/starting	Phone rebooted
00103118	3/22/18	3/30/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00103115	3/22/18	4/17/18	Captions	Not accurate	ISP/Telco service issue, customer to follow up
00103084	3/22/18	3/22/18	Captions	Not working/starting	Ethernet cable reconnected
00103034	3/22/18	3/22/18	Captions	Not working/starting	Customer retraining provided
00103074	3/22/18	4/10/18	Captions	Not working/starting	Router/modem rebooted
00103188	3/22/18	3/22/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00103332	3/23/18	3/23/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00103210	3/23/18	3/23/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00103353	3/23/18	3/26/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00103267	3/23/18	3/30/18	Caption Phone	Can't make and/or receive calls	No issue found
00103230	3/23/18	3/23/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00103233	3/23/18	3/23/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00103365	3/23/18	3/23/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00103384	3/23/18	3/23/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00103289	3/23/18	4/4/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00103284	3/23/18	3/23/18	Captions	Not working/starting	Phone rebooted
00103308	3/23/18	3/23/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00103205	3/23/18	3/23/18	Captions	Not working/starting	Phone rebooted
00103354	3/23/18	3/23/18	Captions	Not working/starting	Router/modem rebooted
00103379	3/23/18	3/23/18	Captions	Not working/starting	Ethernet cable reconnected
00103360	3/23/18	4/4/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00103250	3/23/18	4/11/18	Captions	Not accurate	ISP/Telco service issue, customer to follow up
00103369	3/23/18	3/23/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00103238	3/23/18	3/23/18	Captions	Not working/starting	Router/modem rebooted
00103377	3/23/18	3/23/18	Captions	Not working/starting	Phone rebooted
00103430	3/24/18	4/2/18	Caption Phone	Can't make and/or receive calls	No issue found
00103431	3/24/18	3/24/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00103411	3/24/18	3/25/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00103416	3/24/18	3/24/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00103399	3/24/18	3/24/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00103413	3/24/18	3/24/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00103433	3/24/18	3/24/18	Captions	Not working/starting	Phone rebooted
00103435	3/24/18	3/24/18	Captions	Other	No issue found
00103406	3/24/18	3/24/18	Captions	Not working/starting	No issue found
00103409	3/24/18	4/24/18	Captions	Not working/starting	Phone rebooted
00103475	3/25/18	3/27/18	Caption Phone	Can't make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00103457	3/25/18	3/27/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00103471	3/25/18	3/25/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00103455	3/25/18	3/26/18	Caption Phone	Turns on and off	Device relocated (wifi issue)
00103531	3/26/18	3/26/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00103672	3/26/18	3/26/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00103629	3/26/18	3/27/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00103543	3/26/18	3/26/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00103581	3/26/18	3/27/18	Caption Phone	Can't make and/or receive calls	No issue found
00103515	3/26/18	3/31/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00103567	3/26/18	3/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00103530	3/26/18	3/26/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00103619	3/26/18	4/9/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00103663	3/26/18	3/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00103654	3/26/18	3/26/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00103590	3/26/18	3/26/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00103615	3/26/18	3/26/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00103527	3/26/18	3/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00103664	3/26/18	3/26/18	Caption Phone	Turns on and off	Customer retraining provided
00103576	3/26/18	4/3/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00103481	3/26/18	3/26/18	Captions	Not working/starting	Router/modem rebooted
00103668	3/26/18	3/26/18	Captions	Not working/starting	Phone rebooted
00103609	3/26/18	3/26/18	Captions	Not working/starting	Router/modem rebooted
00103661	3/26/18	3/26/18	Captions	Not accurate	No issue found
00103495	3/26/18	4/12/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00103571	3/26/18	3/26/18	Captions	Stopping during calls	Customer retraining provided
00103566	3/26/18	3/27/18	Captions	Not working/starting	Phone rebooted
00103753	3/27/18	4/3/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00103901	3/27/18	3/27/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00103861	3/27/18	3/30/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00103891	3/27/18	3/27/18	Caption Phone	Screen unresponsive	Customer retraining provided
00103840	3/27/18	4/6/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00103770	3/27/18	4/4/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00103706	3/27/18	3/27/18	Caption Phone	Can't make and/or receive calls	No issue found
00103848	3/27/18	3/28/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00103850	3/27/18	3/27/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00103754	3/27/18	3/27/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00103825	3/27/18	3/27/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00103768	3/27/18	3/27/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00103907	3/27/18	4/7/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00103726	3/27/18	3/27/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00103692	3/27/18	3/27/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00103898	3/27/18	3/27/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00103824	3/27/18	3/27/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00103902	3/27/18	4/6/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00103867	3/27/18	3/27/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00103827	3/27/18	3/27/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00103693	3/27/18	3/28/18	Captions	Not working/starting	No issue found
00103855	3/27/18	3/27/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00103747	3/27/18	3/27/18	Captions	Not working/starting	Phone setting adjusted
00103755	3/27/18	3/27/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00103696	3/27/18	3/27/18	Captions	Not working/starting	Device relocated (wifi issue)
00103912	3/27/18	3/27/18	Captions	Not working/starting	No issue found
00103906	3/27/18	4/12/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00103739	3/27/18	4/3/18	Captions	Not working/starting	Device relocated (wifi issue)
00103797	3/27/18	4/18/18	Captions	Not working/starting	Outage resolved
00103873	3/27/18	3/27/18	Captions	Not working/starting	Phone rebooted
00103884	3/27/18	3/27/18	Captions	Not working/starting	Router/modem rebooted
00103783	3/27/18	3/27/18	Captions	Not working/starting	Router/modem rebooted
00103876	3/27/18	3/27/18	Captions	Not working/starting	Phone rebooted
00104084	3/28/18	3/28/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00104070	3/28/18	4/2/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00104018	3/28/18	3/28/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00104135	3/28/18	3/28/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00104115	3/28/18	3/28/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00104022	3/28/18	3/28/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00103987	3/28/18	3/28/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00103997	3/28/18	4/2/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104005	3/28/18	4/4/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00104047	3/28/18	3/31/18	Caption Phone	Can't make and/or receive calls	Software updated
00104147	3/28/18	4/11/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00103924	3/28/18	3/28/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00104043	3/28/18	4/3/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00104121	3/28/18	3/30/18	Caption Phone	Can't make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00103952	3/28/18	3/28/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00104083	3/28/18	3/28/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00104063	3/28/18	3/28/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00104054	3/28/18	4/11/18	Caption Phone	Can't make and/or receive calls	Unable to contact customer to resolve
00104055	3/28/18	4/11/18	Caption Phone	Can't make and/or receive calls	No issue found
00104046	3/28/18	3/28/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104081	3/28/18	3/30/18	Captions	Not working/starting	No issue found
00104128	3/28/18	4/4/18	Captions	Not working/starting	No issue found
00104034	3/28/18	4/2/18	Captions	Not working/starting	Phone rebooted
00104139	3/28/18	4/2/18	Captions	Not accurate	Phone rebooted
00103991	3/28/18	4/6/18	Captions	Not working/starting	No issue found

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00104099	3/28/18	4/5/18	Captions	Not working/starting	Router/modem rebooted
00103920	3/28/18	3/28/18	Captions	Not working/starting	Phone rebooted
00104078	3/28/18	3/29/18	Captions	Not working/starting	Phone rebooted
00104127	3/28/18	3/28/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00103958	3/28/18	4/14/18	Captions	Not working/starting	Phone rebooted
00103979	3/28/18	3/28/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00104309	3/29/18	4/5/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104179	3/29/18	3/29/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00104215	3/29/18	4/9/18	Caption Phone	Can't make and/or receive calls	No issue found
00104223	3/29/18	3/30/18	Caption Phone	Is stuck on the boot up screen	Device relocated (wifi issue)
00104328	3/29/18	3/29/18	Caption Phone	Can't make and/or receive calls	No issue found
00104304	3/29/18	3/29/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00104323	3/29/18	3/29/18	Caption Phone	Can't make and/or receive calls	No issue found
00104293	3/29/18	4/4/18	Caption Phone	Screen unresponsive	Phone rebooted
00104202	3/29/18	3/29/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00104286	3/29/18	4/2/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00104183	3/29/18	3/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104216	3/29/18	3/29/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00104245	3/29/18	3/29/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00104228	3/29/18	3/29/18	Caption Phone	Screen unresponsive	Phone rebooted
00104192	3/29/18	3/29/18	Caption Phone	Can't make and/or receive calls	No issue found
00104256	3/29/18	3/29/18	Caption Phone	Caller ID not working	Customer retraining provided
00104224	3/29/18	4/6/18	Caption Phone	Can't make and/or receive calls	Outage resolved
00104200	3/29/18	3/29/18	Caption Phone	Caller ID not working	Customer retraining provided
00104237	3/29/18	4/5/18	Captions	Not working/starting	Phone rebooted
00104232	3/29/18	4/12/18	Captions	Not working/starting	Unable to contact customer to resolve
00104306	3/29/18	4/9/18	Captions	Not working/starting	Customer Owned Equipment Failure Identified issue, customer to follow up
00104218	3/29/18	3/29/18	Captions	Not working/starting	Phone rebooted
00104299	3/29/18	4/2/18	Captions	Not working/starting	Customer refused assistance to resolve
00104209	3/29/18	3/29/18	Captions	Not working/starting	Phone rebooted
00104261	3/29/18	3/29/18	Captions	Not working/starting	Router/modem rebooted
00104410	3/30/18	3/30/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00104503	3/30/18	3/30/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00104470	3/30/18	4/5/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00104413	3/30/18	3/30/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104368	3/30/18	4/19/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00104486	3/30/18	4/4/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00104464	3/30/18	4/2/18	Caption Phone	Answering machine isn't taking messages	No issue found
00104374	3/30/18	3/30/18	Caption Phone	Turns on and off	Customer retraining provided
00104499	3/30/18	3/30/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00104467	3/30/18	3/30/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00104462	3/30/18	4/12/18	Caption Phone	Screen unresponsive	Phone rebooted
00104454	3/30/18	4/16/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00104417	3/30/18	3/30/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00104391	3/30/18	4/2/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00104343	3/30/18	3/30/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104354	3/30/18	3/30/18	Captions	Not working/starting	Phone rebooted
00104457	3/30/18	3/30/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00104501	3/30/18	4/3/18	Captions	Not working/starting	Phone rebooted
00104433	3/30/18	3/30/18	Captions	Not working/starting	Phone rebooted
00104456	3/30/18	4/3/18	Captions	Not working/starting	Phone rebooted
00104404	3/30/18	3/30/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00104484	3/30/18	3/31/18	Captions	Not working/starting	Customer retraining provided
00104498	3/30/18	3/30/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00104400	3/30/18	4/13/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00104451	3/30/18	4/2/18	Captions	Not working/starting	Customer retraining provided
00104494	3/30/18	3/30/18	Captions	Not working/starting	Router/modem rebooted
00104455	3/30/18	3/30/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00104567	3/31/18	3/31/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00104532	3/31/18	4/2/18	Caption Phone	Turns on and off	Phone setting adjusted
00104571	3/31/18	3/31/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00104562	3/31/18	3/31/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00104573	3/31/18	3/31/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104569	3/31/18	4/21/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00104570	3/31/18	5/1/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00104563	3/31/18	4/18/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00104551	3/31/18	4/6/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00104568	3/31/18	4/2/18	Caption Phone	Answering machine won't play messages	Environmental issue resolved
00104519	3/31/18	3/31/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00104554	3/31/18	4/4/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104536	3/31/18	4/19/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104577	4/1/18	4/2/18	Caption Phone	Caller ID not working	Customer retraining provided
00104634	4/2/18	4/4/18	Caption Phone	Can't make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00104768	4/2/18	4/10/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00104764	4/2/18	4/2/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104637	4/2/18	4/2/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00104656	4/2/18	4/16/18	Caption Phone	Can't make and/or receive calls	No issue found
00104643	4/2/18	4/12/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00104697	4/2/18	4/3/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104724	4/2/18	4/4/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104630	4/2/18	4/2/18	Caption Phone	Screen unresponsive	No issue found
00104722	4/2/18	4/2/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00104726	4/2/18	4/2/18	Caption Phone	Answering machine won't play messages	No issue found
00104666	4/2/18	4/2/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104649	4/2/18	4/2/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00104742	4/2/18	4/2/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00104644	4/2/18	4/2/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00104613	4/2/18	4/2/18	Caption Phone	Screen unresponsive	No issue found
00104701	4/2/18	4/2/18	Caption Phone	Screen unresponsive	Phone rebooted
00104757	4/2/18	4/2/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00104693	4/2/18	4/2/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00104728	4/2/18	4/2/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00104639	4/2/18	4/2/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00104743	4/2/18	4/4/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00104585	4/2/18	4/26/18	Captions	Not working/starting	Phone rebooted
00104759	4/2/18	4/9/18	Captions	Not working/starting	Phone rebooted
00104683	4/2/18	4/2/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00104765	4/2/18	4/10/18	Captions	Not working/starting	Phone rebooted
00104750	4/2/18	4/13/18	Captions	Not working/starting	Phone rebooted
00104679	4/2/18	4/2/18	Captions	Not working/starting	No issue found
00104760	4/2/18	4/2/18	Captions	Not working/starting	Return Kit/ Postage Paid Mailing Label sent
00104676	4/2/18	4/13/18	Captions	Not working/starting	Router/modem rebooted
00104662	4/2/18	4/2/18	Captions	Not working/starting	Phone rebooted
00104604	4/2/18	4/2/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00104809	4/3/18	4/13/18	Caption Phone	Screen unresponsive	Phone rebooted
00104927	4/3/18	4/3/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00104876	4/3/18	4/3/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104778	4/3/18	4/12/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00104830	4/3/18	4/3/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00104895	4/3/18	4/7/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00104781	4/3/18	4/5/18	Caption Phone	Can't make and/or receive calls	No issue found
00104928	4/3/18	4/5/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00104828	4/3/18	4/4/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104837	4/3/18	4/3/18	Caption Phone	Screen unresponsive	Phone rebooted
00104850	4/3/18	4/3/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00104867	4/3/18	4/3/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104915	4/3/18	4/3/18	Caption Phone	Can't make and/or receive calls	No issue found
00104819	4/3/18	4/24/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104806	4/3/18	4/3/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00104912	4/3/18	4/3/18	Captions	Not working/starting	Customer retraining provided
00104886	4/3/18	4/5/18	Captions	Not accurate	Caption Issue escalated
00104851	4/3/18	4/11/18	Captions	Not working/starting	Phone rebooted
00104873	4/3/18	4/4/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00104931	4/3/18	4/4/18	Captions	Not working/starting	Phone rebooted
00104812	4/3/18	4/9/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00104878	4/3/18	4/5/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00104875	4/3/18	4/3/18	Captions	Not working/starting	Phone rebooted
00105025	4/4/18	4/26/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00104952	4/4/18	4/4/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00105006	4/4/18	4/4/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00104990	4/4/18	4/4/18	Caption Phone	Can't make and/or receive calls	Wifi reconnected (no reboot required)
00104978	4/4/18	4/4/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00104987	4/4/18	4/4/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00105001	4/4/18	4/4/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00104982	4/4/18	4/4/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00105015	4/4/18	4/4/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00105031	4/4/18	4/12/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00105009	4/4/18	4/4/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00105008	4/4/18	4/12/18	Caption Phone	Can't make and/or receive calls	No issue found
00104995	4/4/18	4/4/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00104981	4/4/18	4/5/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00104940	4/4/18	4/4/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00104948	4/4/18	4/4/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00104955	4/4/18	4/16/18	Captions	Not working/starting	Phone rebooted
00105021	4/4/18	4/4/18	Captions	Not working/starting	Router/modem rebooted
00105017	4/4/18	4/25/18	Captions	Not working/starting	Phone rebooted

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00105020	4/4/18	4/4/18	Captions	Not working/starting	Phone rebooted
00105032	4/4/18	4/12/18	Captions	Not working/starting	Phone rebooted
00105007	4/4/18	4/5/18	Captions	Not working/starting	Phone rebooted
00105011	4/4/18	4/10/18	Captions	Not working/starting	Phone rebooted
00105041	4/4/18	4/4/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00104979	4/4/18	4/4/18	Captions	Not working/starting	Phone rebooted
00105023	4/4/18	4/4/18	Captions	Not working/starting	Phone rebooted
00105048	4/5/18	4/5/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00105071	4/5/18	4/5/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00105110	4/5/18	4/5/18	Caption Phone	Caller ID not working	Phone rebooted
00105056	4/5/18	4/7/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00105075	4/5/18	4/5/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00105046	4/5/18	4/10/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00105125	4/5/18	4/5/18	Caption Phone	Answering machine isn't taking messages	No issue found
00105059	4/5/18	4/5/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00105080	4/5/18	4/5/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00105121	4/5/18	4/5/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00105074	4/5/18	4/5/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00105051	4/5/18	4/5/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00105070	4/5/18	4/6/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00105065	4/5/18	4/5/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00105096	4/5/18	4/23/18	Caption Phone	Can't make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00105084	4/5/18	4/9/18	Caption Phone	Can't make and/or receive calls	Customer refused assistance to resolve
00105123	4/5/18	4/5/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00105049	4/5/18	4/5/18	Captions	Not working/starting	No issue found
00105078	4/5/18	4/13/18	Captions	Not working/starting	Router/modem rebooted
00105086	4/5/18	4/5/18	Captions	Not working/starting	Phone rebooted
00105093	4/5/18	4/5/18	Captions	Not working/starting	Phone rebooted
00105047	4/5/18	4/5/18	Captions	Not working/starting	Phone rebooted
00105072	4/5/18	4/5/18	Captions	Not working/starting	Router/modem rebooted
00105169	4/6/18	4/6/18	Caption Phone	Screen unresponsive	Customer retraining provided
00105208	4/6/18	4/10/18	Caption Phone	Answering machine won't play messages	ISP/Telco service issue, customer to follow up
00105136	4/6/18	4/6/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00105168	4/6/18	4/6/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00105139	4/6/18	4/6/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00105154	4/6/18	4/10/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00105207	4/6/18	4/17/18	Caption Phone	Is stuck on the boot up screen	Device relocated (wifi issue)
00105158	4/6/18	4/6/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00105138	4/6/18	5/29/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00105209	4/6/18	4/7/18	Caption Phone	Screen unresponsive	Phone rebooted
00105134	4/6/18	4/6/18	Caption Phone	Phone turns on and off by itself	Customer retraining provided
00105211	4/6/18	4/9/18	Captions	Not working/starting	Wifi password recovered
00105203	4/6/18	4/10/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00105213	4/6/18	4/10/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00105210	4/6/18	4/6/18	Captions	Not working/starting	Phone rebooted
00105206	4/6/18	4/9/18	Captions	Not working/starting	Wifi password recovered
00105166	4/6/18	4/11/18	Captions	Not working/starting	Changed customer equipment setting
00105185	4/6/18	4/6/18	Captions	Not working/starting	Phone rebooted
00105175	4/6/18	4/6/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00105236	4/7/18	4/7/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00105238	4/7/18	4/7/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00105217	4/7/18	4/9/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00105240	4/7/18	4/7/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00105237	4/7/18	4/7/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00105226	4/7/18	4/7/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00105233	4/7/18	4/7/18	Captions	Other	Customer retraining provided
00105235	4/7/18	4/7/18	Captions	Not working/starting	Phone rebooted
00105225	4/7/18	4/7/18	Captions	Not working/starting	Phone rebooted
00105216	4/7/18	4/7/18	Captions	Not working/starting	Phone rebooted
00105252	4/8/18	4/8/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00105253	4/8/18	4/12/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00105260	4/9/18	4/9/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00105416	4/9/18	4/9/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00105425	4/9/18	4/9/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00105262	4/9/18	4/26/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00105414	4/9/18	4/9/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00105387	4/9/18	4/9/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00105322	4/9/18	4/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00105353	4/9/18	4/9/18	Caption Phone	Answering machine won't play messages	Router/modem rebooted
00105398	4/9/18	5/9/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00105268	4/9/18	4/9/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00105360	4/9/18	4/16/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00105432	4/9/18	4/9/18	Caption Phone	Can't make and/or receive calls	Phone rebooted



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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00105259	4/9/18	4/9/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00105286	4/9/18	5/2/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00105412	4/9/18	4/12/18	Captions	Not working/starting	Phone rebooted
00105325	4/9/18	4/9/18	Captions	Not working/starting	No issue found
00105258	4/9/18	4/9/18	Captions	Not working/starting	Wifi password recovered
00105418	4/9/18	4/9/18	Captions	Not working/starting	Phone rebooted
00105287	4/9/18	4/9/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00105359	4/9/18	4/9/18	Captions	Not working/starting	Router/modem rebooted
00105430	4/9/18	4/9/18	Captions	Not working/starting	Phone rebooted
00105381	4/9/18	5/21/18	Captions	Not working/starting	Changed customer equipment setting
00105531	4/10/18	4/27/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00105492	4/10/18	4/10/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00105443	4/10/18	4/11/18	Caption Phone	Can't make and/or receive calls	No issue found
00105593	4/10/18	4/18/18	Caption Phone	Turns on and off	Phone rebooted
00105628	4/10/18	4/11/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00105622	4/10/18	4/10/18	Caption Phone	Can't make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00105620	4/10/18	4/11/18	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00105462	4/10/18	4/11/18	Caption Phone	Can't make and/or receive calls	No issue found
00105543	4/10/18	4/10/18	Caption Phone	Can't make and/or receive calls	No issue found
00105453	4/10/18	4/10/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00105612	4/10/18	4/16/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00105586	4/10/18	4/10/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00105625	4/10/18	4/13/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00105444	4/10/18	4/11/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00105606	4/10/18	4/10/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00105567	4/10/18	4/14/18	Caption Phone	Answering machine isn't taking messages	No issue found
00105500	4/10/18	4/10/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00105516	4/10/18	4/10/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00105509	4/10/18	4/30/18	Caption Phone	Can't make and/or receive calls	Customer refused assistance to resolve
00105452	4/10/18	4/10/18	Caption Phone	Can't make and/or receive calls	No issue found
00105605	4/10/18	4/16/18	Captions	Not accurate	Caption Issue escalated
00105532	4/10/18	4/10/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00105497	4/10/18	4/10/18	Captions	Not working/starting	Router/modem rebooted
00105491	4/10/18	4/10/18	Captions	Not working/starting	Phone rebooted
00105558	4/10/18	4/10/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00105541	4/10/18	4/12/18	Captions	Not working/starting	Phone rebooted
00105626	4/10/18	4/10/18	Captions	Not working/starting	Router/modem rebooted
00105595	4/10/18	4/10/18	Captions	Not working/starting	Phone rebooted
00105507	4/10/18	4/10/18	Captions	Not accurate	Customer retraining provided
00105467	4/10/18	4/10/18	Captions	Not working/starting	Customer refused assistance to resolve
00105685	4/11/18	4/16/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00105812	4/11/18	4/12/18	Caption Phone	Can't make and/or receive calls	No issue found
00105792	4/11/18	4/29/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00105686	4/11/18	4/11/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00105684	4/11/18	4/11/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00105653	4/11/18	4/11/18	Caption Phone	Screen unresponsive	Customer retraining provided
00105702	4/11/18	4/11/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00105808	4/11/18	4/11/18	Captions	Not working/starting	Phone rebooted
00105829	4/11/18	4/12/18	Captions	Not working/starting	Router/modem cable reconnected
00105787	4/11/18	4/11/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00105692	4/11/18	4/11/18	Captions	Not working/starting	Device relocated (wifi issue)
00105723	4/11/18	4/11/18	Captions	Not working/starting	Phone rebooted
00105663	4/11/18	4/11/18	Captions	Not working/starting	Phone rebooted
00105811	4/11/18	4/11/18	Captions	Not working/starting	Customer retraining provided
00105717	4/11/18	4/11/18	Captions	Not working/starting	Phone rebooted
00105794	4/11/18	4/11/18	Captions	Not working/starting	Phone rebooted
00105984	4/12/18	4/12/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00106006	4/12/18	4/12/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00105863	4/12/18	4/12/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00105955	4/12/18	5/17/18	Caption Phone	Can't make and/or receive calls	Unable to contact customer to resolve
00105990	4/12/18	4/18/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00105986	4/12/18	4/12/18	Caption Phone	Answering machine isn't taking messages	No issue found
00105965	4/12/18	4/12/18	Caption Phone	Caller ID not working	Customer retraining provided
00105964	4/12/18	4/12/18	Caption Phone	Can't make and/or receive calls	No issue found
00105992	4/12/18	4/12/18	Caption Phone	Screen unresponsive	Phone rebooted
00105894	4/12/18	4/12/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00105844	4/12/18	4/12/18	Caption Phone	Screen unresponsive	No issue found
00105979	4/12/18	4/16/18	Captions	Not working/starting	Router/modem rebooted
00106024	4/12/18	4/12/18	Captions	Not working/starting	Phone rebooted
00105883	4/12/18	4/12/18	Captions	Not working/starting	Phone rebooted
00105885	4/12/18	4/23/18	Captions	Not working/starting	Phone rebooted
00105890	4/12/18	6/2/18	Captions	Not working/starting	Router/modem rebooted
00105967	4/12/18	4/13/18	Captions	Not working/starting	Wifi password recovered

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00105970	4/12/18	4/12/18	Captions	Not working/starting	Phone rebooted
00106022	4/12/18	4/12/18	Captions	Not working/starting	No issue found
00105905	4/12/18	6/11/18	Captions	Not working/starting	Wifi password recovered
00105988	4/12/18	4/13/18	Captions	Not working/starting	Phone rebooted
00105999	4/12/18	4/14/18	Captions	Not working/starting	Router/modem rebooted
00106220	4/13/18	4/13/18	Caption Phone	Can?t make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00106188	4/13/18	4/13/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00106200	4/13/18	4/13/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106035	4/13/18	4/13/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106081	4/13/18	4/13/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106184	4/13/18	4/16/18	Caption Phone	Can?t make and/or receive calls	No issue found
00106086	4/13/18	4/13/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106063	4/13/18	4/27/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00106097	4/13/18	5/7/18	Caption Phone	Can?t make and/or receive calls	Replace cable, handset, accessory
00106189	4/13/18	4/13/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00106152	4/13/18	4/13/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00106107	4/13/18	4/13/18	Caption Phone	Turns on and off	Phone rebooted
00106210	4/13/18	4/17/18	Caption Phone	Can?t make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00106040	4/13/18	4/13/18	Captions	Other	Customer retraining provided
00106214	4/13/18	4/13/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00106233	4/13/18	4/24/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00106145	4/13/18	4/13/18	Captions	Not working/starting	Router/modem rebooted
00106179	4/13/18	4/13/18	Captions	Not working/starting	Router/modem rebooted
00106226	4/13/18	4/13/18	Captions	Not working/starting	Router/modem rebooted
00106079	4/13/18	4/13/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00106234	4/13/18	4/13/18	Captions	Not working/starting	Phone rebooted
00106034	4/13/18	4/13/18	Captions	Not working/starting	Customer retraining provided
00106198	4/13/18	4/13/18	Captions	Not working/starting	Phone rebooted
00106232	4/13/18	4/25/18	Captions	Not working/starting	No issue found
00106297	4/14/18	4/14/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00106271	4/14/18	4/14/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00106239	4/14/18	4/14/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106303	4/14/18	4/14/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00106300	4/14/18	4/14/18	Caption Phone	Answering machine won?t play messages	Customer Owned Equipment Failure Identified issue, customer to follow up
00106244	4/14/18	4/14/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00106278	4/14/18	4/14/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00106259	4/14/18	4/14/18	Captions	Not working/starting	Phone rebooted
00106256	4/14/18	4/14/18	Captions	Not working/starting	Router/modem rebooted
00106290	4/14/18	4/14/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00106242	4/14/18	4/14/18	Captions	Not working/starting	Phone rebooted
00106316	4/15/18	4/21/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00106317	4/15/18	4/15/18	Captions	Not working/starting	Phone rebooted
00106315	4/15/18	4/15/18	Captions	Not working/starting	Phone rebooted
00106386	4/16/18	4/24/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00106336	4/16/18	4/16/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00106338	4/16/18	4/17/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106441	4/16/18	4/16/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00106486	4/16/18	4/16/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106342	4/16/18	4/21/18	Caption Phone	Can?t make and/or receive calls	Replace cable, handset, accessory
00106375	4/16/18	5/3/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106469	4/16/18	4/16/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00106404	4/16/18	5/1/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00106335	4/16/18	4/16/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106511	4/16/18	4/25/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106381	4/16/18	4/17/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00106432	4/16/18	4/16/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106488	4/16/18	4/17/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00106371	4/16/18	5/10/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00106349	4/16/18	4/16/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00106359	4/16/18	4/16/18	Captions	Not accurate	Customer retraining provided
00106496	4/16/18	5/1/18	Captions	Not accurate	No issue found
00106388	4/16/18	5/23/18	Captions	Not working/starting	Outage resolved
00106373	4/16/18	4/23/18	Captions	Not working/starting	Wifi extender installed
00106334	4/16/18	4/18/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00106454	4/16/18	4/18/18	Captions	Not working/starting	No issue found
00106466	4/16/18	4/16/18	Captions	Not working/starting	Phone rebooted
00106513	4/16/18	4/16/18	Captions	Not working/starting	Phone rebooted
00106489	4/16/18	4/27/18	Captions	Not working/starting	No issue found
00106494	4/16/18	4/16/18	Captions	Stopping during calls	Customer retraining provided
00106493	4/16/18	4/20/18	Captions	Not working/starting	Phone rebooted
00106366	4/16/18	4/16/18	Captions	Not working/starting	Router/modem rebooted
00106467	4/16/18	4/16/18	Captions	Not working/starting	Phone rebooted
00106506	4/16/18	4/16/18	Captions	Not working/starting	Customer retraining provided

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00106332	4/16/18	4/16/18	Captions	Not working/starting	Router/modem rebooted
00106372	4/16/18	4/16/18	Captions	Not working/starting	Customer retraining provided
00106472	4/16/18	4/16/18	Captions	Not working/starting	Router/modem rebooted
00106449	4/16/18	4/16/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00106326	4/16/18	4/17/18	Captions	Not working/starting	Phone rebooted
00106700	4/17/18	4/28/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00106606	4/17/18	5/17/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00106613	4/17/18	4/17/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00106531	4/17/18	5/2/18	Caption Phone	Can't make and/or receive calls	Customer refused assistance to resolve
00106533	4/17/18	4/17/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00106587	4/17/18	4/17/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00106588	4/17/18	4/17/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00106715	4/17/18	4/17/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00106691	4/17/18	4/17/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00106543	4/17/18	4/18/18	Caption Phone	Screen unresponsive	Phone rebooted
00106646	4/17/18	4/26/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00106540	4/17/18	4/17/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00106721	4/17/18	4/17/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00106729	4/17/18	4/17/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00106672	4/17/18	4/17/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00106706	4/17/18	4/19/18	Captions	Other	Device relocated (wifi issue)
00106549	4/17/18	4/17/18	Captions	Not working/starting	Router/modem rebooted
00106561	4/17/18	4/18/18	Captions	Not working/starting	Router/modem rebooted
00106661	4/17/18	5/7/18	Captions	Not working/starting	Router/modem rebooted
00106677	4/17/18	4/17/18	Captions	Stopping during calls	Router/modem rebooted
00106602	4/17/18	4/17/18	Captions	Stopping during calls	Customer retraining provided
00106713	4/17/18	4/17/18	Captions	Not working/starting	Router/modem rebooted
00106619	4/17/18	4/19/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00106698	4/17/18	4/27/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00106701	4/17/18	4/18/18	Captions	Not working/starting	Phone rebooted
00106604	4/17/18	4/17/18	Captions	Not working/starting	Phone rebooted
00106758	4/18/18	4/18/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00106741	4/18/18	4/18/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00106761	4/18/18	4/18/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00106876	4/18/18	4/19/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00106828	4/18/18	4/18/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00106736	4/18/18	4/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00106871	4/18/18	4/19/18	Caption Phone	Can't make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00106941	4/18/18	4/18/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00106738	4/18/18	5/2/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00106854	4/18/18	4/21/18	Caption Phone	Answering machine isn't taking messages	Customer Owned Equipment Failure Identified issue, customer to follow up
00106784	4/18/18	4/18/18	Caption Phone	Screen unresponsive	Phone rebooted
00106908	4/18/18	4/18/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00106779	4/18/18	5/15/18	Caption Phone	Screen unresponsive	Customer refused assistance to resolve
00106900	4/18/18	4/18/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00106858	4/18/18	4/25/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00106773	4/18/18	4/18/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00106814	4/18/18	4/18/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00106918	4/18/18	4/18/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00106867	4/18/18	4/18/18	Captions	Not working/starting	Phone rebooted
00106836	4/18/18	4/19/18	Captions	Not working/starting	No issue found
00106755	4/18/18	4/18/18	Captions	Not working/starting	No issue found
00106799	4/18/18	4/18/18	Captions	Not working/starting	No issue found
00106807	4/18/18	4/18/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00106930	4/18/18	4/25/18	Captions	Not working/starting	Router/modem rebooted
00107065	4/19/18	4/19/18	Caption Phone	Screen unresponsive	Customer retraining provided
00107059	4/19/18	4/19/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00107074	4/19/18	5/23/18	Caption Phone	Screen unresponsive	Unable to contact customer to resolve
00107016	4/19/18	4/19/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00106947	4/19/18	4/19/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00107105	4/19/18	4/23/18	Caption Phone	Can't make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00107083	4/19/18	4/21/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00106985	4/19/18	4/19/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00107113	4/19/18	6/2/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00107080	4/19/18	4/25/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00106981	4/19/18	4/25/18	Caption Phone	Can't make and/or receive calls	Customer refused assistance to resolve
00106956	4/19/18	4/19/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00107119	4/19/18	4/19/18	Caption Phone	Screen unresponsive	Phone rebooted
00106958	4/19/18	4/19/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00107130	4/19/18	4/19/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00107136	4/19/18	4/19/18	Caption Phone	Can't make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00106950	4/19/18	5/2/18	Caption Phone	Can't make and/or receive calls	No issue found
00107019	4/19/18	4/19/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted

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00106968	4/19/18	4/19/18	Captions	Not working/starting	Router/modem rebooted
00107045	4/19/18	4/19/18	Captions	Not accurate	Phone rebooted
00107000	4/19/18	4/19/18	Captions	Not working/starting	Wifi password recovered
00106953	4/19/18	4/19/18	Captions	Not working/starting	Phone rebooted
00106983	4/19/18	4/19/18	Captions	Not working/starting	No issue found
00106954	4/19/18	4/19/18	Captions	Not working/starting	Phone rebooted
00107116	4/19/18	4/19/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00107129	4/19/18	5/1/18	Captions	Not working/starting	Unable to contact customer to resolve
00107262	4/20/18	4/20/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00107230	4/20/18	4/20/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00107282	4/20/18	4/20/18	Caption Phone	Can't make and/or receive calls	No issue found
00107267	4/20/18	4/21/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00107174	4/20/18	4/20/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00107260	4/20/18	4/30/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00107219	4/20/18	5/8/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00107330	4/20/18	4/25/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00107253	4/20/18	4/25/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00107319	4/20/18	4/20/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00107299	4/20/18	4/24/18	Caption Phone	Caller ID not working	Unable to contact customer to resolve
00107270	4/20/18	4/20/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00107152	4/20/18	4/26/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00107163	4/20/18	4/20/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00107338	4/20/18	6/18/18	Captions	Not accurate	No issue found
00107207	4/20/18	4/20/18	Captions	Not working/starting	Router/modem rebooted
00107243	4/20/18	4/20/18	Captions	Not working/starting	Phone rebooted
00107175	4/20/18	4/20/18	Captions	Stopping during calls	Phone rebooted
00107276	4/20/18	5/16/18	Captions	Not working/starting	Customer refused assistance to resolve
00107143	4/20/18	4/21/18	Captions	Not working/starting	Phone rebooted
00107292	4/20/18	4/20/18	Captions	Other	No issue found
00107232	4/20/18	4/25/18	Captions	Not working/starting	Router/modem rebooted
00107291	4/20/18	4/20/18	Captions	Not working/starting	Router/modem rebooted
00107166	4/20/18	4/20/18	Captions	Not working/starting	Router/modem rebooted
00107385	4/21/18	4/21/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00107342	4/21/18	5/1/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00107392	4/21/18	4/21/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00107376	4/21/18	4/21/18	Caption Phone	Answering machine won't play messages	No issue found
00107343	4/21/18	4/21/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00107391	4/21/18	5/2/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00107398	4/21/18	4/21/18	Caption Phone	Screen unresponsive	Phone rebooted
00107356	4/21/18	4/21/18	Captions	Not working/starting	Phone rebooted
00107407	4/21/18	5/2/18	Captions	Not working/starting	Phone rebooted
00107554	4/23/18	4/23/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00107501	4/23/18	4/23/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00107586	4/23/18	4/23/18	Caption Phone	Answering machine won't play messages	Phone setting adjusted
00107599	4/23/18	4/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00107598	4/23/18	4/23/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00107458	4/23/18	5/4/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00107617	4/23/18	4/23/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00107656	4/23/18	4/23/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00107561	4/23/18	4/27/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00107471	4/23/18	5/1/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00107582	4/23/18	4/26/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00107441	4/23/18	4/23/18	Caption Phone	Caller ID not working	Phone rebooted
00107499	4/23/18	4/24/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00107496	4/23/18	4/25/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00107648	4/23/18	4/24/18	Caption Phone	Screen unresponsive	No issue found
00107454	4/23/18	4/23/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00107511	4/23/18	4/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00107442	4/23/18	4/23/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00107636	4/23/18	5/13/18	Captions	Not working/starting	Phone rebooted
00107580	4/23/18	4/23/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00107489	4/23/18	4/23/18	Captions	Not working/starting	Phone rebooted
00107661	4/23/18	4/25/18	Captions	Stopping during calls	Phone rebooted
00107453	4/23/18	4/23/18	Captions	Other	Customer retraining provided
00107856	4/24/18	4/24/18	Caption Phone	Can't make and/or receive calls	Wifi reconnected (no reboot required)
00107792	4/24/18	4/24/18	Caption Phone	Turns on and off	Phone rebooted
00107867	4/24/18	4/24/18	Caption Phone	Caller ID not working	Replace cable, handset, accessory
00107878	4/24/18	4/27/18	Caption Phone	Screen unresponsive	Phone rebooted
00107881	4/24/18	4/24/18	Caption Phone	Screen unresponsive	Phone rebooted
00107798	4/24/18	4/24/18	Caption Phone	Screen unresponsive	Phone rebooted
00107723	4/24/18	4/24/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00107755	4/24/18	4/24/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00107875	4/24/18	4/24/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00107802	4/24/18	4/24/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00107877	4/24/18	4/26/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00107874	4/24/18	4/24/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00107809	4/24/18	4/24/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00107673	4/24/18	4/24/18	Caption Phone	Can't make and/or receive calls	Customer refused assistance to resolve
00107801	4/24/18	4/24/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00107775	4/24/18	4/24/18	Captions	Not working/starting	Phone rebooted
00107821	4/24/18	4/24/18	Captions	Not working/starting	No issue found
00107833	4/24/18	4/26/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00107839	4/24/18	4/24/18	Captions	Not accurate	Customer retraining provided
00107678	4/24/18	4/25/18	Captions	Not accurate	Router/modem rebooted
00107675	4/24/18	4/24/18	Captions	Not accurate	Customer retraining provided
00107812	4/24/18	4/25/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00107672	4/24/18	4/24/18	Captions	Not working/starting	Phone rebooted
00107721	4/24/18	4/24/18	Captions	Not working/starting	Wifi password recovered
00107883	4/24/18	4/25/18	Captions	Not accurate	No issue found
00108007	4/25/18	4/25/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00107963	4/25/18	4/25/18	Caption Phone	Phone turns on and off by itself	Environmental issue resolved
00108088	4/25/18	5/24/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00108041	4/25/18	4/25/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00107891	4/25/18	4/30/18	Caption Phone	Phone turns on and off by itself	No issue found
00107969	4/25/18	4/25/18	Caption Phone	Can't make and/or receive calls	No issue found
00108013	4/25/18	4/25/18	Caption Phone	Screen unresponsive	Replace cable, handset, accessory
00108068	4/25/18	5/1/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00108070	4/25/18	4/25/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00107898	4/25/18	4/25/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00107982	4/25/18	4/25/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00107938	4/25/18	4/25/18	Caption Phone	Screen unresponsive	Phone rebooted
00107914	4/25/18	4/25/18	Caption Phone	Can't make and/or receive calls	No issue found
00108006	4/25/18	4/25/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00108089	4/25/18	4/25/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00107920	4/25/18	4/25/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00108098	4/25/18	5/1/18	Captions	Not working/starting	Wifi extender installed
00108059	4/25/18	4/30/18	Captions	Not working/starting	Router/modem rebooted
00108036	4/25/18	4/25/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00108240	4/26/18	4/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00108234	4/26/18	4/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00108313	4/26/18	4/27/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00108301	4/26/18	4/26/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00108200	4/26/18	4/26/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00108279	4/26/18	4/26/18	Caption Phone	Caller ID not working	Customer retraining provided
00108286	4/26/18	5/1/18	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected
00108113	4/26/18	4/27/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00108162	4/26/18	6/4/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00108276	4/26/18	4/26/18	Caption Phone	Can't make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00108138	4/26/18	4/26/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00108267	4/26/18	5/4/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00108236	4/26/18	4/26/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00108128	4/26/18	4/26/18	Captions	Not accurate	Customer retraining provided
00108193	4/26/18	4/26/18	Captions	Other	Customer retraining provided
00108217	4/26/18	4/26/18	Captions	Not working/starting	Account Updated
00108147	4/26/18	4/26/18	Captions	Not working/starting	Phone rebooted
00108213	4/26/18	5/3/18	Captions	Not working/starting	Phone rebooted
00108227	4/26/18	4/26/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00108284	4/26/18	5/8/18	Captions	Not working/starting	No issue found
00108363	4/27/18	4/30/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00108334	4/27/18	4/27/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00108330	4/27/18	6/7/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00108455	4/27/18	5/2/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00108331	4/27/18	4/27/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00108399	4/27/18	4/27/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00108517	4/27/18	4/27/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00108389	4/27/18	6/11/18	Caption Phone	Can't make and/or receive calls	Return Kit/Postage Paid Mailing Label sent
00108495	4/27/18	4/27/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00108474	4/27/18	4/27/18	Caption Phone	Screen unresponsive	Phone setting adjusted
00108514	4/27/18	4/27/18	Caption Phone	Screen unresponsive	Phone rebooted
00108433	4/27/18	4/27/18	Captions	Not working/starting	Phone rebooted
00108485	4/27/18	4/27/18	Captions	Not working/starting	Router/modem cable reconnected
00108497	4/27/18	5/9/18	Captions	Not working/starting	Device relocated (wifi issue)
00108449	4/27/18	5/3/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00108461	4/27/18	4/27/18	Captions	Not accurate	Caption Issue escalated
00108420	4/27/18	4/27/18	Captions	Not working/starting	Phone line reconnected, resolved
00108370	4/27/18	4/27/18	Captions	Not working/starting	Phone rebooted

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00108529	4/28/18	4/30/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00108560	4/28/18	4/28/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00108603	4/28/18	4/30/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00108590	4/28/18	4/30/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00108604	4/28/18	4/28/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00108556	4/28/18	5/9/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00108606	4/28/18	4/28/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00108565	4/28/18	4/28/18	Captions	Not working/starting	Phone rebooted
00108566	4/28/18	4/28/18	Captions	Not accurate	Phone rebooted
00108568	4/28/18	4/28/18	Captions	Not working/starting	Phone rebooted
00108616	4/29/18	4/29/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00108618	4/29/18	4/29/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00108640	4/29/18	4/29/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00108631	4/29/18	4/29/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00108621	4/29/18	4/29/18	Caption Phone	Answering machine isn?t taking messages	Customer refused assistance to resolve
00108619	4/29/18	4/29/18	Captions	Stopping during calls	Customer retraining provided
00108647	4/30/18	4/30/18	Caption Phone	Answering machine isn?t taking messages	Environmental issue resolved
00108806	4/30/18	5/15/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00108759	4/30/18	4/30/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00108688	4/30/18	4/30/18	Caption Phone	Can?t make and/or receive calls	No issue found
00108844	4/30/18	4/30/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00108702	4/30/18	4/30/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00108740	4/30/18	5/9/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00108751	4/30/18	4/30/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00108905	4/30/18	4/30/18	Caption Phone	Can?t make and/or receive calls	Wifi reconnected (no reboot required)
00108852	4/30/18	4/30/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00108726	4/30/18	4/30/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00108674	4/30/18	5/15/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00108849	4/30/18	4/30/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00108655	4/30/18	5/1/18	Caption Phone	Screen unresponsive	No issue found
00108724	4/30/18	5/3/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00108677	4/30/18	4/30/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00108670	4/30/18	4/30/18	Caption Phone	Can?t make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00108717	4/30/18	4/30/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00108817	4/30/18	4/30/18	Captions	Not working/starting	Account Updated
00108786	4/30/18	4/30/18	Captions	Not working/starting	No issue found
00108658	4/30/18	5/8/18	Captions	Not working/starting	Customer refused assistance to resolve
00108875	4/30/18	4/30/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00108850	4/30/18	4/30/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00108814	4/30/18	4/30/18	Captions	Not working/starting	Router/modem rebooted
00109071	5/1/18	5/1/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00109039	5/1/18	5/1/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00108984	5/1/18	5/1/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00108983	5/1/18	5/4/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00109110	5/1/18	5/9/18	Caption Phone	Answering machine won?t play messages	Phone rebooted
00109014	5/1/18	5/1/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00108991	5/1/18	5/1/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00108980	5/1/18	5/1/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00108971	5/1/18	5/1/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00108921	5/1/18	5/9/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00109001	5/1/18	5/1/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00109023	5/1/18	5/2/18	Caption Phone	Caller ID not working	No issue found
00108968	5/1/18	5/15/18	Caption Phone	Caller ID not working	Phone rebooted
00109043	5/1/18	5/1/18	Captions	Not working/starting	Customer retraining provided
00109118	5/1/18	5/2/18	Captions	Not working/starting	Outage resolved
00109049	5/1/18	5/1/18	Captions	Not working/starting	Router/modem rebooted
00109038	5/1/18	5/1/18	Captions	Not working/starting	Phone setting adjusted
00109116	5/1/18	5/2/18	Captions	Not working/starting	Outage resolved
00108950	5/1/18	5/1/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00109050	5/1/18	5/1/18	Captions	Not working/starting	Router/modem rebooted
00109115	5/1/18	5/1/18	Captions	Not working/starting	Customer retraining provided
00109089	5/1/18	5/1/18	Captions	Not working/starting	Customer retraining provided
00109111	5/1/18	5/2/18	Captions	Not working/starting	Phone rebooted
00109114	5/1/18	5/2/18	Captions	Not working/starting	Phone rebooted
00109236	5/2/18	5/4/18	Caption Phone	Answering machine isn?t taking messages	Customer retraining provided
00109373	5/2/18	5/2/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00109190	5/2/18	5/2/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00109186	5/2/18	5/16/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00109312	5/2/18	5/3/18	Caption Phone	Can?t make and/or receive calls	No issue found
00109258	5/2/18	5/2/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00109318	5/2/18	5/2/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00109151	5/2/18	5/2/18	Caption Phone	Can?t make and/or receive calls	Customer refused assistance to resolve
00109184	5/2/18	5/2/18	Caption Phone	Answering machine isn?t taking messages	Customer Owned Equipment Failure Identified issue, customer to follow up

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00109169	5/2/18	5/2/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00109171	5/2/18	5/17/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00109329	5/2/18	5/2/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00109365	5/2/18	5/2/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00109139	5/2/18	5/2/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00109372	5/2/18	5/2/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00109178	5/2/18	5/2/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00109148	5/2/18	6/21/18	Captions	Not working/starting	Router/modem rebooted
00109245	5/2/18	5/2/18	Captions	Not working/starting	No issue found
00109335	5/2/18	5/2/18	Captions	Not working/starting	Phone rebooted
00109351	5/2/18	5/2/18	Captions	Not working/starting	Phone rebooted
00109362	5/2/18	5/2/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00109354	5/2/18	5/2/18	Captions	Not working/starting	Phone line reconnected, resolved
00109205	5/2/18	5/4/18	Captions	Not working/starting	Device relocated (wifi issue)
00109546	5/3/18	5/10/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00109559	5/3/18	5/3/18	Caption Phone	Can't make and/or receive calls	No issue found
00109544	5/3/18	5/15/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00109513	5/3/18	5/11/18	Caption Phone	Can't make and/or receive calls	No issue found
00109525	5/3/18	5/4/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00109555	5/3/18	5/4/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00109565	5/3/18	5/3/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00109562	5/3/18	5/8/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00109556	5/3/18	5/3/18	Caption Phone	Caller ID not working	Phone rebooted
00109519	5/3/18	5/3/18	Caption Phone	Answering machine isn't taking messages	Device relocated (wifi issue)
00109537	5/3/18	5/3/18	Caption Phone	Can't make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00109568	5/3/18	5/3/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00109427	5/3/18	5/3/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00109487	5/3/18	5/4/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00109417	5/3/18	5/27/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00109461	5/3/18	5/4/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00109569	5/3/18	5/3/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00109549	5/3/18	5/3/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00109460	5/3/18	5/3/18	Caption Phone	Caller ID not working	Phone rebooted
00109404	5/3/18	5/10/18	Caption Phone	Can't make and/or receive calls	Customer refused assistance to resolve
00109380	5/3/18	5/15/18	Caption Phone	Caller ID not working	Customer refused assistance to resolve
00109439	5/3/18	5/3/18	Captions	Not working/starting	Phone rebooted
00109457	5/3/18	5/3/18	Captions	Not working/starting	No issue found
00109563	5/3/18	5/3/18	Captions	Not working/starting	Router/modem rebooted
00109593	5/3/18	5/3/18	Captions	Not working/starting	Phone rebooted
00109426	5/3/18	5/15/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00109452	5/3/18	5/3/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00109398	5/3/18	6/18/18	Captions	Not working/starting	Phone rebooted
00109577	5/3/18	5/5/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00109450	5/3/18	6/4/18	Captions	Not working/starting	Phone rebooted
00109732	5/4/18	6/8/18	Caption Phone	Answering machine isn't taking messages	No issue found
00109599	5/4/18	5/7/18	Caption Phone	Can't make and/or receive calls	No issue found
00109636	5/4/18	5/4/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00109792	5/4/18	5/9/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00109664	5/4/18	5/4/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00109773	5/4/18	5/10/18	Caption Phone	Answering machine isn't taking messages	Customer refused assistance to resolve
00109755	5/4/18	5/4/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00109767	5/4/18	5/9/18	Caption Phone	Turns on and off	Device relocated (wifi issue)
00109752	5/4/18	5/4/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00109637	5/4/18	5/4/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00109665	5/4/18	5/4/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00109754	5/4/18	5/4/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00109734	5/4/18	5/4/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00109607	5/4/18	5/10/18	Caption Phone	Can't make and/or receive calls	No issue found
00109625	5/4/18	5/4/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00109793	5/4/18	5/4/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00109778	5/4/18	5/5/18	Caption Phone	Can't make and/or receive calls	No issue found
00109644	5/4/18	5/4/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00109723	5/4/18	5/4/18	Caption Phone	Answering machine isn't taking messages	No issue found
00109736	5/4/18	5/4/18	Caption Phone	Screen unresponsive	Phone rebooted
00109797	5/4/18	5/21/18	Captions	Not working/starting	Phone rebooted
00109627	5/4/18	5/4/18	Captions	Stopping during calls	Environmental issue resolved
00109686	5/4/18	5/30/18	Captions	Not working/starting	Phone rebooted
00109695	5/4/18	5/8/18	Captions	Other	No issue found
00109691	5/4/18	5/4/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00109645	5/4/18	5/9/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00109652	5/4/18	5/15/18	Captions	Not working/starting	Phone rebooted
00109839	5/5/18	5/5/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00109832	5/5/18	5/6/18	Caption Phone	Can't make and/or receive calls	Phone rebooted



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ClearCaptions LLC,

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00109804	5/5/18	5/5/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00109860	5/5/18	5/5/18	Caption Phone	Screen unresponsive	Phone rebooted
00109833	5/5/18	5/5/18	Caption Phone	Screen unresponsive	Customer retraining provided
00109837	5/5/18	5/5/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00109849	5/5/18	5/5/18	Caption Phone	Screen unresponsive	Phone rebooted
00109805	5/5/18	5/5/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00109827	5/5/18	5/15/18	Caption Phone	Screen unresponsive	Replace cable, handset, accessory
00109861	5/5/18	5/6/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00109831	5/5/18	5/5/18	Captions	Not working/starting	Router/modem rebooted
00109851	5/5/18	5/5/18	Captions	Not working/starting	Phone rebooted
00109810	5/5/18	5/8/18	Captions	Not working/starting	Phone rebooted
00109865	5/5/18	5/5/18	Captions	Not working/starting	Phone rebooted
00109855	5/5/18	5/5/18	Captions	Not working/starting	Router/modem rebooted
00109854	5/5/18	5/9/18	Captions	Not working/starting	Phone rebooted
00109889	5/6/18	5/6/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00109890	5/6/18	5/6/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00109882	5/6/18	5/6/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00109878	5/6/18	5/6/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00109883	5/6/18	5/6/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00109879	5/6/18	5/6/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00109886	5/6/18	5/6/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00109874	5/6/18	5/6/18	Captions	Not working/starting	Router/modem rebooted
00109873	5/6/18	5/6/18	Captions	Not working/starting	Router/modem rebooted
00109876	5/6/18	5/6/18	Captions	Not working/starting	Phone rebooted
00109872	5/6/18	5/6/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00110080	5/7/18	5/7/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00110113	5/7/18	5/7/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00109899	5/7/18	5/7/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00109986	5/7/18	5/7/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00109903	5/7/18	5/9/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00109989	5/7/18	5/7/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00110066	5/7/18	5/7/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00110025	5/7/18	5/7/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00110076	5/7/18	5/7/18	Caption Phone	Phone turns on and off by itself	Customer retraining provided
00110100	5/7/18	5/15/18	Caption Phone	Caller ID not working	Phone rebooted
00109963	5/7/18	5/7/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00110044	5/7/18	5/9/18	Caption Phone	Can't make and/or receive calls	Customer refused assistance to resolve
00110082	5/7/18	5/16/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00109975	5/7/18	5/7/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00110075	5/7/18	5/9/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00110021	5/7/18	5/21/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00110046	5/7/18	5/7/18	Caption Phone	Can't make and/or receive calls	Router/modem cable reconnected
00109930	5/7/18	5/7/18	Caption Phone	Can't make and/or receive calls	Customer refused assistance to resolve
00109973	5/7/18	5/7/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00109913	5/7/18	5/7/18	Caption Phone	Answering machine isn't taking messages	No issue found
00109996	5/7/18	5/7/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00109976	5/7/18	5/7/18	Caption Phone	Can't make and/or receive calls	Software updated
00110103	5/7/18	5/7/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00109922	5/7/18	5/10/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00109914	5/7/18	5/15/18	Captions	Not accurate	Customer retraining provided
00109908	5/7/18	5/9/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00109900	5/7/18	6/6/18	Captions	Not working/starting	Phone rebooted
00110111	5/7/18	5/11/18	Captions	Not working/starting	Wifi extender installed
00110199	5/8/18	5/9/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00110147	5/8/18	5/15/18	Caption Phone	Caller ID not working	No issue found
00110173	5/8/18	5/8/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00110333	5/8/18	5/8/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00110270	5/8/18	5/8/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00110261	5/8/18	5/8/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00110129	5/8/18	5/8/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00110149	5/8/18	5/8/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00110179	5/8/18	5/15/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00110210	5/8/18	5/8/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00110117	5/8/18	5/8/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00110163	5/8/18	5/21/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00110341	5/8/18	5/8/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00110255	5/8/18	5/8/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00110321	5/8/18	5/8/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00110303	5/8/18	5/8/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00110152	5/8/18	5/8/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00110349	5/8/18	5/8/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00110297	5/8/18	5/8/18	Captions	Not working/starting	Ethernet cable reconnected
00110235	5/8/18	5/8/18	Captions	Other	Customer retraining provided

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00110286	5/8/18	5/16/18	Captions	Not working/starting	Phone setting adjusted
00110142	5/8/18	5/8/18	Captions	Not working/starting	Phone rebooted
00110291	5/8/18	5/8/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00110342	5/8/18	5/21/18	Captions	Not working/starting	Phone rebooted
00110269	5/8/18	5/8/18	Captions	Not working/starting	Customer retraining provided
00110309	5/8/18	5/12/18	Captions	Not working/starting	Phone line reconnected, resolved
00110350	5/8/18	6/12/18	Captions	Not working/starting	Customer refused assistance to resolve
00110564	5/9/18	5/9/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00110369	5/9/18	5/9/18	Caption Phone	Screen unresponsive	Customer retraining provided
00110394	5/9/18	5/22/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00110527	5/9/18	5/9/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00110381	5/9/18	5/9/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00110520	5/9/18	5/14/18	Caption Phone	Can?t make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00110537	5/9/18	5/9/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00110410	5/9/18	5/9/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00110533	5/9/18	5/9/18	Caption Phone	Answering machine isn?t taking messages	Phone setting adjusted
00110436	5/9/18	5/17/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00110529	5/9/18	5/9/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00110393	5/9/18	5/9/18	Caption Phone	Phone turns on and off by itself	No issue found
00110548	5/9/18	5/15/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00110486	5/9/18	5/9/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00110477	5/9/18	5/9/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00110466	5/9/18	5/9/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00110478	5/9/18	5/9/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00110516	5/9/18	5/17/18	Caption Phone	Screen unresponsive	Phone setting adjusted
00110370	5/9/18	5/12/18	Captions	Not working/starting	Phone rebooted
00110373	5/9/18	5/17/18	Captions	Not working/starting	Phone rebooted
00110366	5/9/18	5/9/18	Captions	Not working/starting	Phone setting adjusted
00110406	5/9/18	5/25/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00110545	5/9/18	6/5/18	Captions	Not working/starting	Unable to contact customer to resolve
00110417	5/9/18	5/9/18	Captions	Not working/starting	Router/modem cable reconnected
00110445	5/9/18	5/9/18	Captions	Not working/starting	Phone rebooted
00110535	5/9/18	5/9/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00110555	5/9/18	5/23/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00110506	5/9/18	5/9/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00110546	5/9/18	5/29/18	Captions	Not working/starting	Changed customer equipment setting
00110556	5/9/18	5/16/18	Captions	Not working/starting	Customer retraining provided
00110483	5/9/18	5/9/18	Captions	Not working/starting	Phone rebooted
00110571	5/10/18	5/25/18	Caption Phone	Phone turns on and off by itself	Device relocated (wifi issue)
00110659	5/10/18	5/10/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00110696	5/10/18	5/29/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00110771	5/10/18	5/10/18	Caption Phone	Can?t make and/or receive calls	Customer retraining provided
00110648	5/10/18	5/10/18	Caption Phone	Can?t make and/or receive calls	No issue found
00110716	5/10/18	5/10/18	Caption Phone	Can?t make and/or receive calls	No issue found
00110570	5/10/18	5/22/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00110584	5/10/18	5/16/18	Caption Phone	Screen unresponsive	Phone rebooted
00110623	5/10/18	5/10/18	Caption Phone	Answering machine won?t play messages	Router/modem rebooted
00110752	5/10/18	5/16/18	Caption Phone	Screen unresponsive	No issue found
00110678	5/10/18	5/10/18	Caption Phone	Can?t make and/or receive calls	ISP/Telco service issue, customer to follow up
00110628	5/10/18	5/31/18	Caption Phone	Caller ID not working	Device relocated (wifi issue)
00110583	5/10/18	5/11/18	Caption Phone	Answering machine won?t play messages	Customer retraining provided
00110758	5/10/18	5/10/18	Captions	Not working/starting	Customer retraining provided
00110772	5/10/18	5/10/18	Captions	Not working/starting	Phone rebooted
00110578	5/10/18	5/10/18	Captions	Not working/starting	Phone rebooted
00110896	5/11/18	5/15/18	Caption Phone	Turns on and off	Phone rebooted
00110821	5/11/18	5/11/18	Caption Phone	Can?t make and/or receive calls	Environmental issue resolved
00110801	5/11/18	5/16/18	Caption Phone	Can?t make and/or receive calls	Phone line reconnected, resolved
00110935	5/11/18	5/17/18	Caption Phone	Can?t make and/or receive calls	No issue found
00110928	5/11/18	5/11/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00110790	5/11/18	5/22/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00110898	5/11/18	5/11/18	Caption Phone	Answering machine isn?t taking messages	Changed customer equipment setting
00110875	5/11/18	5/16/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up
00110781	5/11/18	5/11/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00110889	5/11/18	5/11/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00110854	5/11/18	5/11/18	Caption Phone	Can?t make and/or receive calls	Phone rebooted
00110842	5/11/18	5/11/18	Caption Phone	Can?t make and/or receive calls	Environmental issue resolved
00110904	5/11/18	5/11/18	Caption Phone	Answering machine isn?t taking messages	Phone rebooted
00110833	5/11/18	5/11/18	Captions	Not working/starting	Router/modem rebooted
00110856	5/11/18	5/11/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00110922	5/11/18	5/23/18	Captions	Not working/starting	Phone rebooted
00110976	5/12/18	5/26/18	Caption Phone	Answering machine isn?t taking messages	No issue found
00111014	5/12/18	5/16/18	Caption Phone	Caller ID not working	No issue found
00110995	5/12/18	6/4/18	Caption Phone	Answering machine isn?t taking messages	ISP/Telco service issue, customer to follow up

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00110999	5/12/18	6/4/18	Caption Phone	Caller ID not working	ISP/Telco service issue, customer to follow up
00110986	5/12/18	5/12/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00110961	5/12/18	5/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00110958	5/12/18	5/17/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00111007	5/12/18	5/14/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00110988	5/12/18	5/29/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00110994	5/12/18	5/12/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00111008	5/12/18	5/12/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00110964	5/12/18	6/2/18	Captions	Not working/starting	Phone rebooted
00111011	5/12/18	5/13/18	Captions	Not working/starting	Phone rebooted
00111015	5/12/18	5/12/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00111033	5/13/18	5/13/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00111031	5/13/18	5/15/18	Captions	Not working/starting	Phone rebooted
00111164	5/14/18	5/14/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00111236	5/14/18	5/14/18	Caption Phone	Screen unresponsive	Phone rebooted
00111199	5/14/18	5/15/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00111084	5/14/18	5/14/18	Caption Phone	Turns on and off	Device relocated (wifi issue)
00111066	5/14/18	6/8/18	Caption Phone	Answering machine isn't taking messages	No issue found
00111125	5/14/18	5/14/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00111079	5/14/18	5/30/18	Caption Phone	Caller ID not working	Part replaced
00111250	5/14/18	5/14/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00111227	5/14/18	5/14/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00111128	5/14/18	5/14/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00111105	5/14/18	5/14/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00111069	5/14/18	5/14/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00111044	5/14/18	5/15/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00111265	5/14/18	5/15/18	Caption Phone	Phone turns on and off by itself	Replace cable, handset, accessory
00111111	5/14/18	5/14/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00111098	5/14/18	5/14/18	Captions	Not working/starting	Phone rebooted
00111093	5/14/18	5/14/18	Captions	Not working/starting	Customer retraining provided
00111214	5/14/18	5/14/18	Captions	Not accurate	Device relocated (wifi issue)
00111115	5/14/18	5/14/18	Captions	Not working/starting	No issue found
00111264	5/14/18	5/14/18	Captions	Not working/starting	Customer refused assistance to resolve
00111188	5/14/18	5/14/18	Captions	Not working/starting	Customer retraining provided
00111220	5/14/18	5/14/18	Captions	Not working/starting	Customer retraining provided
00111262	5/14/18	5/14/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00111232	5/14/18	5/14/18	Captions	Not working/starting	Phone rebooted
00111162	5/14/18	5/14/18	Captions	Not working/starting	Customer retraining provided
00111042	5/14/18	5/14/18	Captions	Not working/starting	Outage resolved
00111295	5/15/18	5/15/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00111372	5/15/18	5/17/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00111398	5/15/18	5/15/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00111326	5/15/18	5/15/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00111524	5/15/18	5/15/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00111357	5/15/18	5/16/18	Caption Phone	Answering machine isn't taking messages	No issue found
00111516	5/15/18	5/15/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00111491	5/15/18	5/15/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00111440	5/15/18	5/15/18	Caption Phone	Screen unresponsive	Phone rebooted
00111502	5/15/18	5/15/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00111347	5/15/18	5/15/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00111378	5/15/18	5/15/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00111400	5/15/18	5/15/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00111328	5/15/18	5/15/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00111354	5/15/18	5/23/18	Captions	Not working/starting	Device relocated (wifi issue)
00111349	5/15/18	5/15/18	Captions	Not working/starting	Phone rebooted
00111513	5/15/18	5/15/18	Captions	Not working/starting	Phone rebooted
00111342	5/15/18	5/15/18	Captions	Not working/starting	Router/modem rebooted
00111445	5/15/18	5/15/18	Captions	Not working/starting	Customer retraining provided
00111317	5/15/18	5/15/18	Captions	Not working/starting	Phone rebooted
00111344	5/15/18	5/15/18	Captions	Not working/starting	Phone rebooted
00111438	5/15/18	5/15/18	Captions	Not working/starting	No issue found
00111313	5/15/18	5/15/18	Captions	Not accurate	Customer retraining provided
00111447	5/15/18	5/15/18	Captions	Not working/starting	Phone rebooted
00111529	5/15/18	5/23/18	Captions	Not working/starting	Phone rebooted
00111523	5/15/18	5/23/18	Captions	Not working/starting	Phone rebooted
00111494	5/15/18	5/15/18	Captions	Not working/starting	No issue found
00111750	5/16/18	5/16/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00111535	5/16/18	5/21/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00111606	5/16/18	5/29/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00111558	5/16/18	5/22/18	Caption Phone	Answering machine isn't taking messages	No issue found
00111663	5/16/18	5/22/18	Caption Phone	Screen unresponsive	Environmental issue resolved
00111719	5/16/18	5/16/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00111631	5/16/18	5/16/18	Caption Phone	Can't make and/or receive calls	No issue found

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ClearCaptions LLC,

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00111676	5/16/18	5/17/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00111664	5/16/18	5/16/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00111642	5/16/18	6/17/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00111647	5/16/18	5/16/18	Captions	Not working/starting	Phone rebooted
00111605	5/16/18	5/16/18	Captions	Not working/starting	Phone rebooted
00111545	5/16/18	5/16/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00111704	5/16/18	5/16/18	Captions	Not working/starting	Phone setting adjusted
00111741	5/16/18	5/16/18	Captions	Not working/starting	No issue found
00111589	5/16/18	5/16/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00111639	5/16/18	5/16/18	Captions	Not working/starting	Customer retraining provided
00111569	5/16/18	5/21/18	Captions	Not working/starting	Router/modem rebooted
00112007	5/17/18	5/17/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00111884	5/17/18	5/23/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00112021	5/17/18	5/17/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00111905	5/17/18	5/29/18	Caption Phone	Can't make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00111862	5/17/18	5/17/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00111805	5/17/18	5/17/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00112011	5/17/18	5/23/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00111923	5/17/18	5/17/18	Caption Phone	Screen unresponsive	Phone rebooted
00111776	5/17/18	5/18/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00111822	5/17/18	5/21/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00111840	5/17/18	5/17/18	Caption Phone	Answering machine won't play messages	Wifi reconnected (no reboot required)
00111843	5/17/18	5/18/18	Caption Phone	Can't make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00111836	5/17/18	5/17/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00111842	5/17/18	5/17/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00111782	5/17/18	5/17/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00111986	5/17/18	5/21/18	Caption Phone	Answering machine won't play messages	In home service call appointment created
00111970	5/17/18	5/17/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00112002	5/17/18	5/17/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00111954	5/17/18	5/17/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00111797	5/17/18	6/18/18	Caption Phone	Caller ID not working	Router/modem cable reconnected
00111828	5/17/18	5/17/18	Caption Phone	Screen unresponsive	Environmental issue resolved
00111936	5/17/18	5/22/18	Caption Phone	Can't make and/or receive calls	Wifi reconnected (no reboot required)
00111846	5/17/18	5/17/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00111823	5/17/18	5/29/18	Caption Phone	Screen unresponsive	Phone rebooted
00111980	5/17/18	5/23/18	Captions	Not working/starting	Outage resolved
00111912	5/17/18	5/17/18	Captions	Not working/starting	No issue found
00112020	5/17/18	5/22/18	Captions	Not working/starting	Phone rebooted
00111832	5/17/18	6/8/18	Captions	Not working/starting	No issue found
00111783	5/17/18	5/17/18	Captions	Not working/starting	Changed customer equipment setting
00111990	5/17/18	5/17/18	Captions	Not working/starting	No issue found
00112015	5/17/18	5/17/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00111887	5/17/18	5/17/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00111774	5/17/18	5/17/18	Captions	Not working/starting	Customer retraining provided
00111989	5/17/18	5/17/18	Captions	Not working/starting	No issue found
00111886	5/17/18	5/21/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00112017	5/17/18	6/6/18	Captions	Not working/starting	No issue found
00111991	5/17/18	5/17/18	Captions	Not working/starting	Phone rebooted
00112005	5/17/18	5/17/18	Captions	Not working/starting	Customer retraining provided
00111796	5/17/18	5/21/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00112121	5/18/18	5/18/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00112029	5/18/18	5/18/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00112141	5/18/18	6/16/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00112226	5/18/18	5/18/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00112132	5/18/18	5/24/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00112242	5/18/18	5/22/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00112069	5/18/18	5/18/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00112147	5/18/18	5/18/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00112239	5/18/18	5/18/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00112217	5/18/18	5/18/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00112032	5/18/18	5/18/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00112046	5/18/18	5/18/18	Caption Phone	Answering machine isn't taking messages	Router/modem rebooted
00112168	5/18/18	5/23/18	Caption Phone	Phone turns on and off by itself	Phone rebooted
00112240	5/18/18	5/21/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00112039	5/18/18	5/18/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00112154	5/18/18	5/22/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00112187	5/18/18	5/18/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00112215	5/18/18	5/25/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00112133	5/18/18	5/18/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00112202	5/18/18	5/26/18	Caption Phone	Screen unresponsive	Phone rebooted
00112100	5/18/18	5/18/18	Captions	Not working/starting	Phone rebooted
00112172	5/18/18	5/18/18	Captions	Not working/starting	Phone rebooted
00112214	5/18/18	5/18/18	Captions	Stopping during calls	Customer retraining provided

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00112107	5/18/18	5/18/18	Captions	Not working/starting	No issue found
00112064	5/18/18	5/18/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00112195	5/18/18	5/23/18	Captions	Not working/starting	Router/modem rebooted
00112145	5/18/18	5/18/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00112279	5/19/18	5/19/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00112294	5/19/18	5/19/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00112326	5/19/18	5/22/18	Caption Phone	Answering machine isn't taking messages	No issue found
00112312	5/19/18	6/14/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00112298	5/19/18	5/19/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00112291	5/19/18	5/24/18	Captions	Not working/starting	Phone rebooted
00112271	5/19/18	6/3/18	Captions	Not working/starting	Account Updated
00112249	5/19/18	5/19/18	Captions	Not working/starting	Phone rebooted
00112284	5/19/18	5/19/18	Captions	Not working/starting	Phone rebooted
00112290	5/19/18	5/21/18	Captions	Not working/starting	Outage resolved
00112351	5/20/18	5/20/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00112337	5/20/18	5/29/18	Captions	Not working/starting	Router/modem rebooted
00112339	5/20/18	5/20/18	Captions	Not accurate	Customer retraining provided
00112333	5/20/18	6/19/18	Captions	Not working/starting	Phone rebooted
00112348	5/20/18	5/29/18	Captions	Not working/starting	Phone rebooted
00112386	5/21/18	5/21/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00112507	5/21/18	6/2/18	Caption Phone	Screen unresponsive	Phone rebooted
00112590	5/21/18	6/2/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00112556	5/21/18	5/21/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00112409	5/21/18	5/21/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00112417	5/21/18	5/21/18	Caption Phone	Can't make and/or receive calls	Account Updated
00112452	5/21/18	5/21/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00112422	5/21/18	5/21/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00112427	5/21/18	5/21/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00112360	5/21/18	5/21/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00112505	5/21/18	5/23/18	Caption Phone	Can't make and/or receive calls	No issue found
00112569	5/21/18	5/21/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00112598	5/21/18	5/23/18	Caption Phone	Answering machine isn't taking messages	No issue found
00112574	5/21/18	5/21/18	Caption Phone	Screen unresponsive	Phone rebooted
00112576	5/21/18	5/29/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00112516	5/21/18	6/6/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00112482	5/21/18	5/22/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00112446	5/21/18	5/21/18	Caption Phone	Can't make and/or receive calls	Customer refused assistance to resolve
00112498	5/21/18	5/21/18	Captions	Not working/starting	Phone rebooted
00112443	5/21/18	5/22/18	Captions	Stopping during calls	Customer retraining provided
00112493	5/21/18	5/23/18	Captions	Not working/starting	Wifi password recovered
00112403	5/21/18	5/21/18	Captions	Not working/starting	Phone rebooted
00112557	5/21/18	5/21/18	Captions	Not working/starting	Phone rebooted
00112393	5/21/18	5/21/18	Captions	Not working/starting	Phone rebooted
00112399	5/21/18	5/21/18	Captions	Not working/starting	Phone rebooted
00112418	5/21/18	5/21/18	Captions	Not working/starting	Phone rebooted
00112706	5/22/18	5/25/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00112851	5/22/18	5/22/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00112836	5/22/18	5/22/18	Caption Phone	Can't make and/or receive calls	Replace cable, handset, accessory
00112914	5/22/18	5/22/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00112638	5/22/18	5/22/18	Caption Phone	Can't make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00112807	5/22/18	5/22/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00112884	5/22/18	5/22/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00112915	5/22/18	6/4/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00112890	5/22/18	5/22/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00112793	5/22/18	5/22/18	Caption Phone	Caller ID not working	Phone rebooted
00112805	5/22/18	5/22/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00112757	5/22/18	6/5/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00112917	5/22/18	5/22/18	Captions	Not working/starting	Phone rebooted
00112909	5/22/18	5/22/18	Captions	Not accurate	Phone rebooted
00112726	5/22/18	6/5/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00112888	5/22/18	5/22/18	Captions	Not working/starting	Phone setting adjusted
00112756	5/22/18		Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00112637	5/22/18	5/22/18	Captions	Not working/starting	Customer retraining provided
00112904	5/22/18	5/23/18	Captions	Not working/starting	Router/modem rebooted
00112660	5/22/18	5/22/18	Captions	Not working/starting	Router/modem rebooted
00112889	5/22/18	5/22/18	Captions	Not working/starting	Phone rebooted
00112700	5/22/18	5/22/18	Captions	Not working/starting	Phone rebooted
00112907	5/22/18	5/22/18	Captions	Not working/starting	Phone rebooted
00112789	5/22/18	5/24/18	Captions	Not working/starting	Phone rebooted
00112632	5/22/18	5/22/18	Captions	Not working/starting	Router/modem rebooted
00112648	5/22/18	5/22/18	Captions	Not accurate	Customer retraining provided
00112906	5/22/18	5/22/18	Captions	Not working/starting	Router/modem rebooted
00113010	5/23/18	5/23/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00113013	5/23/18	6/6/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00113083	5/23/18	6/1/18	Caption Phone	Answering machine isn't taking messages	Environmental issue resolved
00113064	5/23/18	5/23/18	Caption Phone	Can't make and/or receive calls	Device relocated (wifi issue)
00112943	5/23/18	5/23/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00112996	5/23/18	5/23/18	Caption Phone	Answering machine won't play messages	In home service call appointment created
00112967	5/23/18	5/23/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00112931	5/23/18	5/23/18	Caption Phone	Screen unresponsive	Device relocated (wifi issue)
00113159	5/23/18	5/23/18	Caption Phone	Can't make and/or receive calls	No issue found
00112989	5/23/18	6/7/18	Caption Phone	Can't make and/or receive calls	No issue found
00112988	5/23/18	5/23/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00112948	5/23/18	5/23/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00113057	5/23/18	6/11/18	Captions	Not working/starting	Router/modem rebooted
00113042	5/23/18	5/23/18	Captions	Not working/starting	No issue found
00113126	5/23/18	5/23/18	Captions	Not working/starting	Ethernet cable reconnected
00113258	5/24/18	5/24/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00113273	5/24/18	5/24/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00113195	5/24/18	5/24/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00113264	5/24/18	6/14/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00113300	5/24/18	5/24/18	Caption Phone	Can't make and/or receive calls	Phone setting adjusted
00113168	5/24/18	5/29/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00113286	5/24/18		Caption Phone	Answering machine won't play messages	Phone rebooted
00113221	5/24/18	5/31/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00113314	5/24/18	5/24/18	Caption Phone	Can't make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00113346	5/24/18	6/6/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00113274	5/24/18	6/7/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00113382	5/24/18	5/31/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00113295	5/24/18	5/24/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00113206	5/24/18	5/24/18	Captions	Not working/starting	Phone rebooted
00113236	5/24/18	5/25/18	Captions	Not working/starting	Ethernet cable reconnected
00113215	5/24/18	5/29/18	Captions	Not working/starting	Phone rebooted
00113379	5/24/18	5/24/18	Captions	Not working/starting	Phone rebooted
00113370	5/24/18	5/30/18	Captions	Not working/starting	No issue found
00113363	5/24/18	5/24/18	Captions	Not accurate	Phone rebooted
00113311	5/24/18	6/18/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00113182	5/24/18	5/24/18	Captions	Not working/starting	Phone rebooted
00113172	5/24/18	5/24/18	Captions	Not working/starting	Phone rebooted
00113230	5/24/18	5/24/18	Captions	Not working/starting	Phone rebooted
00113345	5/24/18	5/31/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00113366	5/24/18	6/2/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00113211	5/24/18	6/4/18	Captions	Not working/starting	Phone rebooted
00113605	5/25/18	6/7/18	Caption Phone	Answering machine isn't taking messages	No issue found
00113434	5/25/18	5/25/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00113518	5/25/18	5/25/18	Caption Phone	Can't make and/or receive calls	Environmental issue resolved
00113576	5/25/18	5/27/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00113394	5/25/18	5/25/18	Caption Phone	Turns on and off	Phone rebooted
00113409	5/25/18	5/25/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00113610	5/25/18	6/12/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00113460	5/25/18	5/25/18	Caption Phone	Can't make and/or receive calls	Part replaced
00113451	5/25/18	5/25/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00113523	5/25/18	5/31/18	Caption Phone	Answering machine isn't taking messages	No issue found
00113489	5/25/18	5/25/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00113483	5/25/18	5/25/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00113577	5/25/18	5/25/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00113578	5/25/18		Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00113408	5/25/18	5/25/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00113492	5/25/18	5/25/18	Captions	Not working/starting	Phone rebooted
00113565	5/25/18	5/25/18	Captions	Not working/starting	Phone rebooted
00113603	5/25/18	6/4/18	Captions	Not working/starting	Outage resolved
00113591	5/25/18	5/25/18	Captions	Not working/starting	Phone rebooted
00113532	5/25/18	6/1/18	Captions	Not working/starting	ISP/Telco service issue, customer to follow up
00113527	5/25/18	5/25/18	Captions	Not working/starting	Phone rebooted
00113487	5/25/18	6/2/18	Captions	Not working/starting	Device relocated (wifi issue)
00113418	5/25/18	5/25/18	Captions	Not working/starting	Phone rebooted
00113614	5/25/18	5/31/18	Captions	Not working/starting	Customer retraining provided
00113399	5/25/18	5/25/18	Captions	Other	Customer retraining provided
00113550	5/25/18	6/6/18	Captions	Not working/starting	No issue found
00113556	5/25/18	5/25/18	Captions	Not working/starting	Customer retraining provided
00113410	5/25/18	5/25/18	Captions	Not working/starting	Phone rebooted
00113590	5/25/18	6/13/18	Captions	Not working/starting	No issue found
00113521	5/25/18	5/25/18	Captions	Not working/starting	Phone rebooted
00113533	5/25/18	5/25/18	Captions	Not working/starting	Phone rebooted
00113531	5/25/18	5/25/18	Captions	Not working/starting	Phone rebooted
00113478	5/25/18	5/25/18	Captions	Not working/starting	Phone rebooted

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00113536	5/25/18		Captions	Not working/starting	Outage resolved
00113545	5/25/18	5/29/18	Captions	Not working/starting	Phone rebooted
00113559	5/25/18	6/5/18	Captions	Not working/starting	Phone rebooted
00113538	5/25/18	5/25/18	Captions	Not working/starting	Installed/Replaced Router
00113609	5/25/18	6/2/18	Captions	Not working/starting	Phone rebooted
00113552	5/25/18	5/25/18	Captions	Not working/starting	Phone rebooted
00113564	5/25/18	5/31/18	Captions	Not working/starting	Phone rebooted
00113617	5/25/18	6/7/18	Captions	Not working/starting	No issue found
00113561	5/25/18	5/25/18	Captions	Not working/starting	Router/modem rebooted
00113658	5/26/18	5/26/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00113666	5/26/18	5/30/18	Caption Phone	Can't make and/or receive calls	Customer Owned Equipment Failure Identified issue, customer to follow up
00113630	5/26/18	5/26/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00113638	5/26/18	5/26/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00113647	5/26/18	5/26/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00113648	5/26/18	5/26/18	Caption Phone	Answering machine isn't taking messages	No issue found
00113653	5/26/18	6/7/18	Caption Phone	Answering machine isn't taking messages	No issue found
00113665	5/26/18		Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00113654	5/26/18	5/26/18	Captions	Not working/starting	Customer retraining provided
00113622	5/26/18	5/26/18	Captions	Not working/starting	Phone rebooted
00113621	5/26/18	5/26/18	Captions	Not working/starting	Wifi reconnected (no reboot required)
00113632	5/26/18	6/1/18	Captions	Not working/starting	Phone rebooted
00113674	5/27/18	5/27/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00113687	5/27/18	5/27/18	Caption Phone	Screen unresponsive	Customer retraining provided
00113691	5/27/18	5/27/18	Caption Phone	Answering machine won't play messages	Software updated
00113681	5/27/18		Caption Phone	Can't make and/or receive calls	No issue found
00113697	5/27/18	6/12/18	Captions	Not working/starting	Customer retraining provided
00113680	5/27/18	5/27/18	Captions	Not working/starting	Phone rebooted
00113744	5/29/18	5/29/18	Caption Phone	Can't make and/or receive calls	No issue found
00113788	5/29/18	5/29/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00113857	5/29/18	5/29/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00113801	5/29/18	5/29/18	Caption Phone	Can't make and/or receive calls	No issue found
00113966	5/29/18	5/29/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00113868	5/29/18	5/29/18	Caption Phone	Can't make and/or receive calls	Customer retraining provided
00113890	5/29/18	5/29/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00113926	5/29/18	5/29/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00113728	5/29/18	5/29/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00113745	5/29/18	5/29/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00113813	5/29/18	5/29/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00113790	5/29/18	5/29/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00113954	5/29/18	5/31/18	Caption Phone	Can't make and/or receive calls	Phone line reconnected, resolved
00113971	5/29/18	6/13/18	Caption Phone	Caller ID not working	No issue found
00113931	5/29/18	5/29/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00113875	5/29/18	6/5/18	Caption Phone	Can't make and/or receive calls	Router/modem rebooted
00113784	5/29/18	5/29/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00113742	5/29/18	5/29/18	Caption Phone	Can't make and/or receive calls	Wifi reconnected (no reboot required)
00113912	5/29/18	6/6/18	Captions	Not working/starting	Unable to contact customer to resolve
00113817	5/29/18	5/29/18	Captions	Not working/starting	Wifi password recovered
00114011	5/29/18	6/5/18	Captions	Not working/starting	Phone rebooted
00113901	5/29/18	5/29/18	Captions	Not working/starting	No issue found
00113902	5/29/18	5/29/18	Captions	Not working/starting	Phone setting adjusted
00114018	5/29/18	5/29/18	Captions	Not working/starting	Customer retraining provided
00113809	5/29/18	5/30/18	Captions	Not working/starting	Router/modem rebooted
00113988	5/29/18	5/29/18	Captions	Not working/starting	Phone rebooted
00114023	5/29/18	5/30/18	Captions	Not working/starting	Router/modem rebooted
00114091	5/30/18	5/30/18	Caption Phone	Screen unresponsive	Phone rebooted
00114238	5/30/18	6/13/18	Caption Phone	Can't make and/or receive calls	Part replaced
00114123	5/30/18	5/30/18	Caption Phone	Answering machine isn't taking messages	ISP/Telco service issue, customer to follow up
00114210	5/30/18	5/30/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00114245	5/30/18	6/2/18	Caption Phone	Answering machine isn't taking messages	Phone setting adjusted
00114260	5/30/18	6/1/18	Caption Phone	Can't make and/or receive calls	ISP/Telco service issue, customer to follow up
00114127	5/30/18	6/7/18	Caption Phone	Can't make and/or receive calls	Part replaced
00114047	5/30/18		Caption Phone	Can't make and/or receive calls	Outage resolved
00114066	5/30/18	5/30/18	Captions	Not working/starting	Phone rebooted
00114265	5/30/18	5/30/18	Captions	Stopping during calls	Customer retraining provided
00114219	5/30/18	6/12/18	Captions	Not working/starting	Phone rebooted
00114059	5/30/18	5/30/18	Captions	Not working/starting	Phone rebooted
00114263	5/30/18	6/6/18	Captions	Not working/starting	Phone rebooted
00114153	5/30/18	6/4/18	Captions	Other	Account Deactivated
00114445	5/31/18	6/5/18	Caption Phone	Caller ID not working	Customer retraining provided
00114415	5/31/18	5/31/18	Caption Phone	Screen unresponsive	Phone power reconnected
00114461	5/31/18	5/31/18	Caption Phone	Answering machine won't play messages	Phone rebooted
00114366	5/31/18	5/31/18	Caption Phone	Answering machine isn't taking messages	No issue found
00114312	5/31/18	5/31/18	Caption Phone	Answering machine won't play messages	Customer retraining provided



REDACTED - FOR PUBLIC INSPECTION  
 ClearCaptions LLC,  
 2018 Annual Consumer Complaint Log Summary  
 Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00114540	5/31/18	6/8/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00114508	5/31/18	6/12/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00114485	5/31/18	5/31/18	Caption Phone	Can't make and/or receive calls	Phone rebooted
00114482	5/31/18	5/31/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00114350	5/31/18	5/31/18	Caption Phone	Answering machine isn't taking messages	Customer retraining provided
00114280	5/31/18	5/31/18	Caption Phone	Answering machine won't play messages	Customer retraining provided
00114453	5/31/18	5/31/18	Caption Phone	Answering machine isn't taking messages	Phone rebooted
00114298	5/31/18	6/11/18	Caption Phone	Can't make and/or receive calls	No issue found
00114495	5/31/18		Captions	Not working/starting	Router/modem rebooted
00114341	5/31/18	5/31/18	Captions	Not working/starting	Customer retraining provided
00114481	5/31/18	6/1/18	Captions	Not accurate	Customer retraining provided
00114510	5/31/18	5/31/18	Captions	Not working/starting	Customer retraining provided
00114410	5/31/18	5/31/18	Captions	Not accurate	Customer retraining provided
00114536	5/31/18	5/31/18	Captions	Not working/starting	No issue found
00114460	5/31/18	5/31/18	Captions	Not working/starting	No issue found
00114293	5/31/18	5/31/18	Captions	Not working/starting	Phone rebooted
00114456	5/31/18	6/18/18	Captions	Not working/starting	Customer refused assistance to resolve

REDACTED – FOR PUBLIC INSPECTION

**EXHIBIT 2**

**Number of Interstate IP CTS Calls Between June 1, 2017 – May 31, 2018**

**\*\*\*BEGIN CONFIDENTIAL INFORMATION\*\*\***

**\*\*\*END CONFIDENTIAL INFORMATION\*\*\***